



 **Annual Report**



Who We Are



**Ivy R. Taylor,
Mayor**



City Council



**Sheryl Sculley,
City Manager**



Teamwork



Integrity



Innovation



Professionalism



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



Excellence in All We Do.

#cityofsanantonio

San Antonio is a city on the rise, having established itself as a diverse, progressive and globally-competitive city with a solid vision for national and international economic development. In 2014, Forbes named San Antonio the "Best City in the Southwest" for adults ages 18-34 for its dynamic economy, employment opportunities and affordable living. As the seventh-largest city in the United States, San Antonio continues to experience solid economic growth and has been successful in continuously attracting new businesses and helping existing companies grow.

In 2014, San Antonio's economy remained steady and prosperous, supported by the City of San Antonio's strong financial position with a "AAA" general obligation bond rating from all three major rating agencies, and by growth in 21st century industries such as bioscience, aerospace, cyber security and healthcare, which contribute billions to the local economy. With nearly 30 million visitors coming to San Antonio each year, more than \$12 billion is generated annually - making the travel industry a vital asset to the city's economic health.

San Antonio has also positioned itself at the forefront of the New Energy Economy in the United States, committed to investing and creating employment opportunities in green industries. Forbes named San Antonio as the top city for America's New Brainpower Cities in 2014.

Guided by four principle Core Values of *Teamwork*, *Integrity*, *Innovation* and *Professionalism*, the City of San Antonio – with nearly 12,000 employees – is a major driving force to San Antonio's success as a leading city for the new face of America. As an organization of public service professionals, the City of San Antonio works to provide residents and visitors with professional, productive, creative and ethical service.

It is our commitment to demonstrate each and every day the **Excellence in all WE do!**



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



Ivy R. Taylor, Mayor



City Council



City Manager



Executive Leadership Team



Executive Team Directors



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



Ivy R. Taylor
Mayor

Dear Friends,

Fiscal year 2014 was a year to celebrate in San Antonio. From our San Antonio Spurs winning their fifth NBA Championship to the opening of the Mission Reach extension of the world-famous River Walk to our very own Julian Castro joining President Obama's cabinet, 2014 brought many opportunities to reflect on our accomplishments while looking ahead to a bright future.

San Antonio was named one of the first five Promise Zones in January of 2014. The Promise Zone Initiative, a federal partnership that helps local governments and businesses strengthen communities and families, has resulted in \$56 million in grants being awarded to local institutions such as St. Philip's College, the San Antonio Housing Authority, United Way, the San Antonio Independent School District, and San Antonio for Growth on the Eastside. The Wheatley Community School has opened, parks improvements are in the works, and demolition of outdated public housing has begun.

The [Pre-K 4 SA](#) initiative, which will bring quality affordable early childhood education to thousands of children in our community, is reporting excellent results with current students while also opening new centers to reach even more families and providing skills development for area educators. Compared to a national sample, [Pre-K 4 SA](#) students met or exceeded expected growth levels in critical areas like cognitive capacity, literacy, math skills, oral language, physical skills, and socio-emotional behavior. These outstanding gains will lay the foundation for a lifetime of learning, because we know that children benefitting from pre-K educational investments are more likely to read proficiently, graduate from high school, and attend college.

Downtown continues to thrive. The Tobin Center for the Performing Arts, an instant cultural icon, opened to rave reviews in September. Music, theater, and dance performances will grace its three stages and anchor the Broadway Reach arts and museum corridor. Thousands of new residents will join the millions of visitors who enjoy our vibrant city center, with more than 1,100 new housing units supported by [City of San Antonio](#) incentives planned or under construction during the past year. A new downtown grocery store, renovation of historic Travis Park, and completion of additional improvements to the River Walk all added to the excitement.

Perhaps most importantly, we are taking steps to plan for a sustainable future for our city and our region. Along with our government and institutional partners and our citizen leaders, the City of San Antonio is undertaking a community-based comprehensive planning process to guide future capital and programmatic investments. At the same time we are diversifying our water supply to ensure that we have the resources to welcome a projected 1.1 million new neighbors to San Antonio during the next 25 years.

San Antonio is consistently ranked as one of the top US cities for innovation, business, quality of life, and travel. 2014 was no different. From *Forbes'* list of "America's Coolest Cities" to *Global Trade Magazine's* "Top 25 US Cities for Global Trade" to Environment Texas Research & Policy Center's finding that we lead the state of Texas in solar energy and are #6 in the nation, San Antonio was once again recognized as one of the best places in the country to start a business, spend a great weekend, or raise a family.

The firm foundation for this year of accomplishments and growth is San Antonio's outstanding fiscal health under the leadership of City Manager Sheryl Sculley. For the fifth straight year, the city's [AAA bond rating](#) was affirmed. San Antonio is the only city with a population of more than one million to receive a 'AAA' general obligation rating from all three major rating agencies.

As [Mayor](#), I want to express my gratitude to all of the [City of San Antonio](#) employees who go the extra mile to deliver excellent public services. Thanks to you, 2014 was truly a year to celebrate, and I believe that 2015 will be even better.

Sincerely,

A handwritten signature in black ink that reads "Ivy R. Taylor". The signature is fluid and cursive, with the first letters of each word being capitalized and prominent.

Mayor Ivy R. Taylor

Visit [Mayor Taylor's website](#)



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)

Copyright 2014 by City of San Antonio

[ADA Compliance](#) | [Telecommuting](#) | [Site Map](#) | [Open Records](#) | [Privacy Policy and Disclaimer](#)



As a Council-Manager form of government, the [City of San Antonio](#) is governed by 11 elected representatives (10 district representatives and a mayor). Under this form of administration, these elected representatives pass laws and establish policies for the City. All members of [City Council](#) are elected to serve four, two-year terms.

The Mayor and members of the [City Council](#) serve as the community's key decision makers and focus on the provision and efficiency of basic City services; the growth of their respective districts; capital improvements; land development; the city's financial growth and economic development; and other key issues. These elected representatives center their attention on how City policies meet the needs of the constituents within their districts, as well as the needs of the overall community.

The [Mayor](#) and [Council](#) are also responsible for hiring a [City Manager](#) to serve as the chief administrator of the [City of San Antonio](#). The [City Manager](#) works closely with City staff to implement the policies and priorities designated by the [City Council](#). Members of [City Council](#) also rely on the [City Manager](#) for professional guidance before they take action on a specific issue.



Diego M. Bernal,
District 1
[Email](#)



Keith Toney,
District 2
[Email](#)



Rebecca J. Viagran,
District 3
[Email](#)



Rey Saldaña,
District 4
[Email](#)



Shirley Gonzales,
District 5
[Email](#)



Ray Lopez,
District 6
[Email](#)



Cris Medina,
District 7
[Email](#)



Ron Nirenberg,
District 8
[Email](#)



Joe Krier,
District 9
[Email](#)



Mike Gallagher,
District 10
[Email](#)

[Visit the Mayor & City Council website.](#)



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



Sheryl Sculley
City Manager

Dear Friends and Neighbors:

The [City of San Antonio](#) Annual Report for Fiscal Year 2014 chronicles a year of hard work and success for a municipal corporation of nearly 12,000 employees who provide the highest quality of service to the community and excellence in all we do. San Antonio in 2014 experienced remarkable growth and achievement on many projects and initiatives thanks to the leadership and dedication of the San Antonio [City Council](#) and the outstanding work of our City employees.

From fun park and wellness programs, libraries, and nationally recognized [Pre-K 4 SA](#), to public safety, animal care services, and economic development, this annual report highlights some of the important work executed year round by [City of San Antonio](#). The City continued to execute various landmark projects in San Antonio, including the continuation of the [2013-2017 Bond Program](#); expansion of the [Henry B. Gonzalez Convention Center](#); the launch of [Café Commerce](#); development of two additional [Pre-K 4 SA](#) Education Centers, and other key investments in economic and community development.

In Fiscal Year 2014, we maintained a financially strong municipal corporation with an overall \$2.3 billion budget, while providing top quality public services to the community. The City's [AAA General Obligation Bond rating](#) was reaffirmed for the fifth year by all three major rating agencies. San Antonio is the only major American city with a population of more than a million to hold this distinction. This means more investment on critical citywide capital projects and lower interest rates for taxpayers on lended indebtedness.

Approved by San Antonio voters in spring 2012, the [2012-2017 Bond Program](#) – the largest in City history and valued at \$596 million – continues and is on schedule for completion in 2017. The current bond program includes 140 projects including streets, bridges, sidewalks, drainage and flood control, parks, recreation and open space, library, museum, and cultural arts facilities. Since 2007, the [City of San Antonio](#) has invested \$1.1 billion in capital improvements infrastructure citywide. A few highlights in 2014 include Market Street's realignment to accommodate expansion for the [Henry B. Gonzalez Convention Center](#), the improvements and the completion of Phase I for [Blanco Road](#), and the reconstruction of [Broadway Street](#) and Hildebrand Avenue were completed and now provide improved drainage systems.

The current expansion of the [Henry B. Gonzalez Convention Center](#) continues, which includes a 750,000 square foot expansion of the existing center with exhibit halls, multi-purpose room, ballroom, meeting rooms, administrative spaces, as well as a 40,000 square foot renovation of the existing space and a 400,000 square foot demolition of the original west building. Once fully constructed, the Convention Center will be a total of 1.65 million square feet. The improvements are designated to reflect the culture of San Antonio and improve the Convention Center's competitive position nationally. The project is ahead of schedule, within budget, and construction is estimated to be complete in July 2016.

San Antonio is a city on the rise – a diverse, progressive and globally competitive city with a solid vision for economic development. As a community, San Antonio has positioned itself for long-term growth and prosperity in targeting the 21st century industries: Healthcare and Biosciences; Information Technology and Information Security; and the New Energy Economy. The City also worked on various projects that positively impact the business climate and local economy. In June, the City, in partnership with Accion Texas, Inc., celebrated the grand opening of [Café Commerce](#), the City's one-stop entrepreneurship and small business resource center. Located at the Central Library, [Café Commerce](#) blends technology, peer-to-peer mentorship, educational curriculum, and other programming and partnerships to make entrepreneurship easier in San Antonio.

This year also marked the successful completion of [Pre-K 4 SA](#)'s inaugural year. Approved by voters in 2012, nearly 1,500 students attended their first day of school at [Pre-K 4 SA](#) this past August, including the grand opening of the East and West Education Centers. The Year 1 report by Edvance Research, Inc. and the National Institute for Early Education Research revealed that [Pre-K 4 SA](#) students started the school year significantly below the normed sample in three of the six critical areas: cognitive, literacy, mathematics, oral language, physical, and social-emotional. By year end, students completed their prekindergarten year by meeting or exceeding nationally expected growth levels in all six critical areas, and 100 percent of [Pre-K 4 SA](#) families attended their child's progress report conferences for the 2013-2014 school year. The [Pre-K 4 SA](#) initiative establishes a positive trajectory for educational attainment by providing four-year-olds with a complete experience that ensures academic excellence in school.

Public safety is a top priority and city service of the [City of San Antonio](#). We highly respect and appreciate the work of our police officers and firefighters. Maintaining a reasonable healthy financial balance between public safety services and other important City services is our responsibility to the tax payers. Over the past 15 years, the City's total Public Safety costs have grown faster than the City's General Fund revenues. In an effort to address this imbalance, a 13-member [Healthcare and Retirement Benefits Task Force](#) appointed by then Mayor Julián Castro and [City Council](#), delivered a series of short and long-term recommendations. The City is working to implement those recommendations.

Lastly, I am very happy to share that the City launched an internal [Core Values](#) campaign earlier this year. Our Core Values of *Teamwork, Integrity, Innovation, and Professionalism*, are principles we as City of San Antonio employees understand and follow, while striving for excellence in all we do. These [Core Values](#) inspire us daily to make good work decision and provide outstanding City services to the community. They represent who we are as a City organization, professional, ethical, and the driving force behind our success as a public service team.

In that spirit, I would like to like to express my sincere appreciation to former Mayor Julián Castro (now Secretary for the U.S. Department of Housing & Urban Development), [Mayor Ivy R. Taylor](#), [City Council](#), City staff, and the community for their leadership and support. Thank you for your commitment to San Antonio and to transforming the community to the ideal 21st century American city.

Respectfully,



Sheryl Sculley City Manager

Visit the [City Manager's website](#)



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



Executive Leadership Team

The Executive Leadership Team operates under the [Office of the City Manager](#). The Executive Leadership Team assists the [City Manager](#) with implementing the policies and directives of the City Council throughout the various City departments and offices.

The City Manager's office is also charged with recommending, implementing, and monitoring policies and procedures that maintain the financial well-being of City government.

The [Office of the City Manager](#) serves as the focal point for the executive leadership and direction of the City organization. The office works closely with the [Mayor](#) and [City Council](#) to ensure that City programs and operations reflect policy goals and objectives established by the [City Council](#).



Erik J. Walsh,
Deputy City Manager



Peter Zanoni,
Deputy City Manager



Martha G. Sepeda,
Acting City Attorney



Ben Gorzell,
Chief Financial Officer



Ed Belmares,
Assistant City Manager



Carlos Contreras,
Assistant City Manager



Gloria Hurtado,
Assistant City Manager



Edward A. Benavides,
Chief of Staff



Di Galvan,
Director
Communications and
Public Affairs

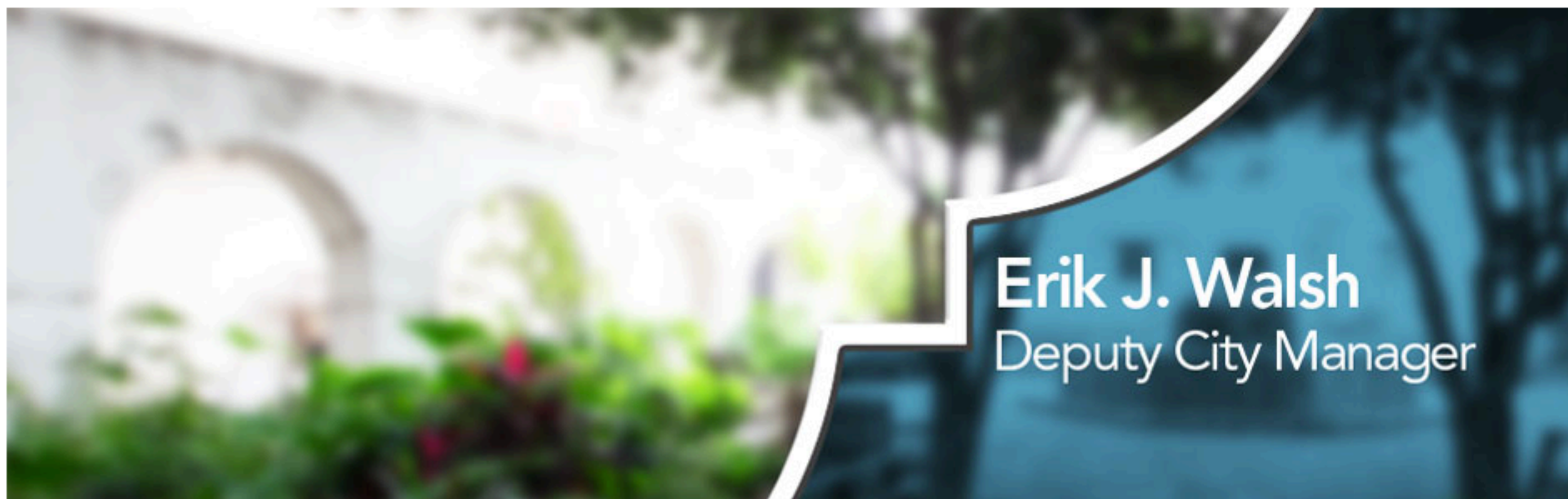


Chris Callanen,
Assistant to the City Council



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



Erik J. Walsh

Deputy City Manager

CAREER

Erik Walsh has 20 years of municipal government experience with the [City of San Antonio](#). He was appointed to Deputy City Manager in October 2011. Prior to his appointment, Mr. Walsh was promoted to Assistant City Manager in February 2006. He currently oversees the [Metropolitan Health District](#), the [San Antonio Fire Department](#), the [San Antonio Police Department](#), the [Office of Emergency Management](#), [Development Services & Code Compliance](#) and [Municipal Integrity](#).

EDUCATION

M.S. Urban Administration, Trinity University, 1994

B.A. Political Science, Trinity University, 1991

PROFESSIONAL MEMBERSHIPS & COMMUNITY INVOLVEMENT

International City/County Management Association

International Hispanic Network-Board Member

Texas City Management Association

PERSONAL

Mr. Walsh, a native of San Antonio, is married to Sandra. The couple has two children.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



Peter Zaroni

Deputy City Manager

CAREER

Mr. Zaroni was appointed Deputy City Manager in November 2012. Mr. Zaroni currently has oversight of the [Pre-K 4 SA](#) program, the [Office of Management & Budget](#), the [Solid Waste Management Department](#) and [Transportation & Capital Improvements](#). He has spent over seventeen years in municipal government including the last fifteen years with the [City of San Antonio](#). Prior to his recent appointment as Deputy City Manager, his role with the City included holding the positions of Assistant City Manager and Director of the [Office of Management & Budget](#). Mr. Zaroni has had oversight over important community-wide efforts such as the [2012-2017 Bond Program](#) and the [Pre-K 4 SA](#) Initiative.

EDUCATION

Master of Public Administration, Florida State University
Bachelor of Arts, Political Science, Jacksonville University

PROFESSIONAL MEMBERSHIPS & COMMUNITY INVOLVEMENT

International City/County Managers Association, Member, Government Finance Officers Association, member; Urban Management Assistants of South Texas, member.

HONORS

San Antonio Star Award recipient, 2000; City of San Antonio Leadership Development Program, 1997-98; Government Finance Officers Association Distinguished Budget Award, FY 2001 through FY 2009, Leon County Exceptional Employee, 1996.

PERSONAL

Mr. Zaroni is married to LaJuana and has three sons, Tanner, Anello and Nicoli. He is a native of Mexico, Maine.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



Martha G. Sepeda

Acting City Attorney

CAREER

Martha G. Sepeda is the Acting [City Attorney](#) and serves as the chief legal advisor to the [City Council](#), [City Manager](#) and all [City departments](#), offices and agencies. Prior to her appointment, she was the First Assistant City Attorney and assisted the City Attorney in the management and operations of the City Attorney's Office.

The 56 lawyers in the [Office of the City Attorney](#) represent the [City of San Antonio](#), its officials and the thousands of City workers who strive every day to make it the finest city in the nation. The Office of the City Attorney's mission and duty is to render the highest quality legal service with fidelity to professional standards and conduct.

Ms. Sepeda has more than 30 years of legal experience.

Prior to joining the [City of San Antonio](#) as the First Assistant City Attorney in 2003, Ms. Sepeda served as the City Attorney for the City of Del Rio; Branch Chief of the Federal Public Defender's Office in Laredo and Assistant City Attorney for the City of Laredo. In addition, Ms. Sepeda worked as a Staff Attorney in the Elections Division for the Secretary of State in Austin and as a law clerk at General Land Office in Austin. She is a native of Monterrey, Nuevo Leon, Mexico, immigrated to the United States as a child and grew up in the urban area around Chicago. Ms. Sepeda has lived in South and Central Texas since 1975. Ms. Sepeda has two adult children who live and work in San Antonio.

EDUCATION

J.D., School of Law, University of Texas at Austin

B.A., Psychology, University of Chicago

PROFESSIONAL MEMBERSHIPS AND COMMUNITY INVOLVEMENT

Member of the Texas City Attorneys Association

Member of the International Municipal Lawyers Association

Member of the International Hispanic Network

Licensed by the Supreme Court of Texas; Admitted to practice in the Southern District of Texas and the Western District of Texas and the Fifth Circuit of the United States Court of Appeals

Member of the State Bar of Texas, San Antonio Bar Association and Foundation, Mexican American Bar Association, Bexar County Women's Bar Association

Former member of the Val Verde County Bar Association, Del Rio Rotary Club, Val Verde Library Board Member, U.S. Census Committee Val Verde County

Former Director and member of the Laredo-Webb County Bar Association; President, Laredo Affordable Housing Corporation; President of Frontera Alliance for the Mentally Ill



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



Ben Gorzell

Chief Financial Officer

CAREER

Mr. Gorzell was named Chief Financial Officer in August 2010. As part of the Executive Leadership Team, he oversees the Departments of [Finance](#), [Information and Technology Services](#) and [Purchasing](#).

In his current position, Mr. Gorzell also serves as the City's Supervisor of Public Utilities, a position required by the City Charter. As Supervisor of Public Utilities, he is responsible for advising the [City Manager](#) and [City Council](#) on matters pertaining to the regulatory oversight over the City's municipally-owned utilities, [City Public Service Energy](#) and the [San Antonio Water System](#) as well as other matters related to telecommunications, cable, and certain other utilities which utilize the City's right-of-way.

After graduating from college, Mr. Gorzell began his career with the [City of San Antonio](#) as an entry level staff accountant. Over the course of his career with the City, he has held a variety of positions and has almost 20 years of experience with the City. Mr. Gorzell left the City briefly in 1993 to serve as the Controller for a local non-profit organization, Project Quest, Inc.

EDUCATION

B.B.A. Accounting, University of Texas at San Antonio, 1989
Certified Public Accountant (CPA)

PROFESSIONAL MEMBERSHIPS & COMMUNITY INVOLVEMENT

Mr. Gorzell is a member of the Government Finance Officers Association (GFOA) and the National Association of Telecommunications Officers & Advisors (NATOA)

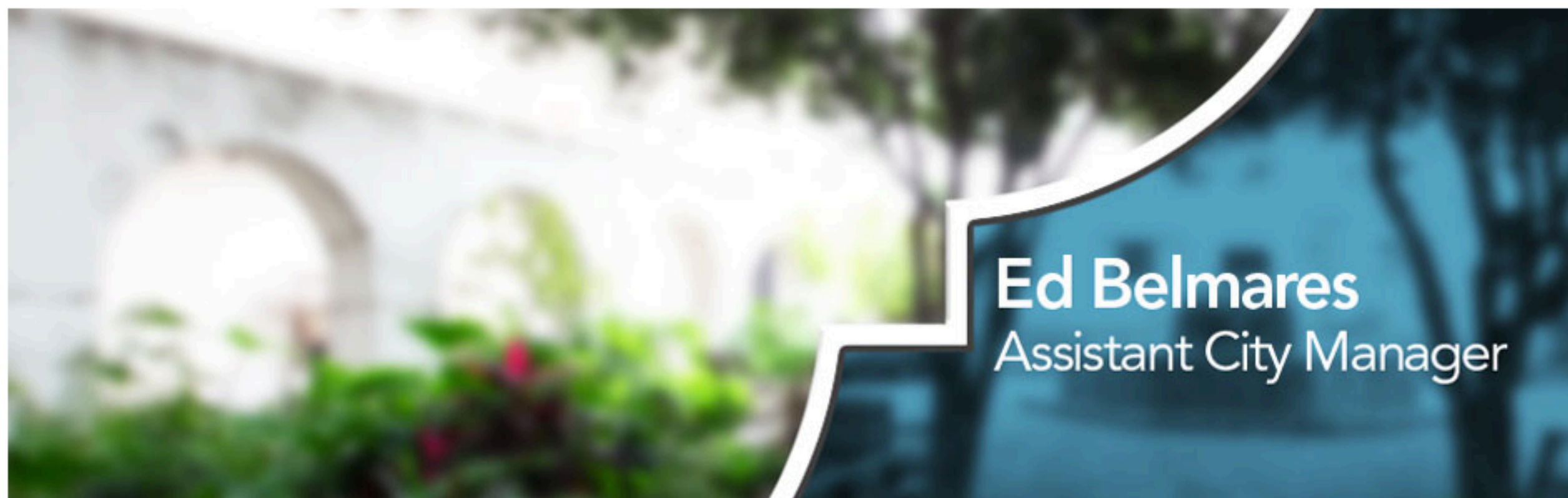
PERSONAL

Mr. Gorzell has two daughters, Emily and Samantha.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



Ed Belmares

Assistant City Manager

CAREER

Ed Belmares was appointed Assistant City Manager in October 2011. As part of the Executive Leadership Team, Mr. Belmares oversees the following departments: [Aviation](#); [Convention and Visitors Bureau](#); [Culture and Creative Development](#); and [Convention and Sports Facilities](#).

Prior to joining the City, Mr. Belmares served as Vice President of Business Operations for [CPS Energy](#). In his role as Vice President of Business Operations, Mr. Belmares was responsible for all facets of CPS Energy's enterprise resource planning, including the implementation and management of the business planning process.

Mr. Belmares served more than eight years in various positions with the City prior to his time with [CPS Energy](#). During Mr. Belmares' initial tenure with the City, he served as Director of [Human Resources](#), led the Office of Innovation and Reform, and oversaw the [Office of Municipal Integrity](#). Mr. Belmares' career with the City also includes time in the [Office of Management and Budget](#), where he served two years as Budget Manager, helping develop the annual operating budget and five year financial forecast.

EDUCATION

M.S. in Urban Administration, Trinity University, 1998

B.A. in Sociology, Our Lady of the Lake University, 1996

PROFESSIONAL MEMBERSHIPS & COMMUNITY INVOLVEMENT

March of Dimes - Board of Directors

San Antonio Sports Foundation - Board of Directors

Valero Alamobowl - Board of Directors

Texas City Management Association - Member

International City/County Management Association - Member

International City/County Management Association Retirement Corporation - Member

Texas Municipal League - Member

International Hispanic Network - Member



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



Carlos Contreras

Assistant City Manager

CAREER

Carlos Contreras was appointed Assistant City Manager in November 2012. As a member of the Executive Leadership Team, he oversees the [Economic Development Department](#), [Center City Development Office](#), [Intergovernmental Relations Department](#) as well as the [Office of Military Affairs](#). Prior to his appointment, he served as [Intergovernmental Relations](#) Director from February 2009 until November 2012. Mr. Contreras was responsible for overseeing the City's State and Federal Initiatives, as well as its [International Relations Office](#).

Prior to joining the City, Mr. Contreras worked as the director of Local Government Affairs for the Central Texas division of KB Home where he handled municipal, county and state issues for the company. Mr. Contreras also practiced law for 15 years in private practice both in San Antonio and Austin, primarily in the areas of Administrative and Regulatory law. Prior to his private law practice, Mr. Contreras was an Assistant General Counsel for the Texas Department of Banking in Austin.

Mr. Contreras is a native of San Antonio. He earned a law degree and a master's degree from the University of Texas at Austin in 1986.

EDUCATION

J.D., University of Texas School of Law, 1986

Masters of Public Affairs, LBJ School of Public Affairs, University of Texas at Austin, 1986

Bachelor of Arts Degree, St. Mary's University, 1981

PROFESSIONAL MEMBERSHIPS & COMMUNITY INVOLVEMENT

Member of the State Bar of Texas (Inactive status)

International City/County Management Association (ICMA)

International Hispanic Network (IHN)

Big Brothers Big Sisters of America

PERSONAL

Mr. Contreras is married to Adriana Contreras, and has three sons and one stepdaughter.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



Gloria Hurtado

Assistant City Manager

CAREER

Gloria Hurtado was appointed Assistant City Manager on November 19, 2012. As a member of the Executive Leadership Team she oversees [Animal Care Services](#), the [Department of Human Services](#), [Library System](#), and the [Parks and Recreation Department](#).

Prior to her appointment, Ms. Hurtado served as Director of [Human Services](#) from March, 2011 to November, 2012. As Director, Gloria was responsible for the City's [Head Start Program](#), [Child Care Services](#), Family Assistance Services, [Community Learning Centers](#), and [Senior Centers](#) and Programs. She had oversight of \$150 million in general and federal funding.

Before joining the City of San Antonio, Ms. Hurtado worked for the City of Phoenix for 20 years, including 13 years as Director of Human Services. Prior to her career in Municipal Government, Ms. Hurtado served in a variety of positions in the private and public sectors.

EDUCATION

M.B.A, University of Phoenix

B.A. in Political Science, Whittier College

PROFESSIONAL MEMBERSHIPS & COMMUNITY INVOLVEMENT

San Antonio Education Partnership Board Member

San Antonio Youth Literacy Reading Buddy

PERSONAL

Ms. Hurtado is a native of Los Angeles, California. She is married and has 3 grown children.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



Edward Benavides Chief of Staff

CAREER

Mr. Benavides was appointed Chief of Staff in August 2010. In this position, he has oversight of the [Communications and Public Affairs Department](#), [311 City Services](#), [Office of the City Council](#), and provides executive level support to the [Office of the City Manager](#).

Prior to his appointment, Mr. Benavides worked in the [Parks and Recreation Department](#) as Assistant Director. In his capacity, he had oversight of maintenance and operations, park projects and planning, tree mitigation, volunteer services and City cemeteries within the Parks department. Before his appointment as Assistant Director, Mr. Benavides served as Executive Assistant to the [City Manager](#) where he provided professional support to the [City Manager](#), for four years. He also supervised the Council Action Team, the [City Council Agenda](#) process and the administrative activities of the [Office of City Council](#).

In 2004, Mr. Benavides was a participant in the Management Assistant program within the [City Manager's Office](#). As Management Assistant, he was responsible for monitoring budgets, performance measurements, [City Council](#) and citizen inquiries. Prior to coming to the [City Manager's Office](#), Mr. Benavides worked in the Department of Community Initiatives as a Management Analyst. Mr. Benavides has been employed with the City of San Antonio since 2002.

He is a native of San Antonio, Texas.

EDUCATION

Master of Arts - Our Lady of the Lake University

Bachelor of Arts - University of the Incarnate Word

PROFESSIONAL MEMBERSHIPS & COMMUNITY INVOLVEMENT

United Way Emerging Leaders Council 2014

United Way Volunteer Advisory Council 2014

International Hispanic Network 2012 Conference Chair

San Antonio Business Journal "40 under 40" 2011

International Hispanic Network Board Member 2007–2010; Member

International City/County Management Association (ICMA); Member

International City/County Management Association 2008 Conference Planning Committee

2008 Subcommittee on Next Generation Activities -2006 San Antonio Host Committee

Texas City Management Association Board of Directors 2005

Texas City Management Association, Member

Urban Management Assistants of South Texas – President 2006, Vice-President 2005, Member

University of the Incarnate Word – Dreeben School of Education, Advisory Board Member



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)

Copyright 2014 by City of San Antonio

[ADA Compliance](#) | [Telecommuting](#) | [Site Map](#) | [Open Records](#) | [Privacy Policy and Disclaimer](#)



Di Galvan
Director,
Communications
and Public Affairs

CAREER

As [Communications and Public Affairs](#) Director, Di Galvan is responsible for developing awareness campaigns on City programs and services and disseminating information to citizens through use of various media. She also oversees the management and operation of the [PEG](#) (Public, Education and Government) access channels, the creation of content on the [City's website](#), the production of weekly [City Council meetings](#), the publishing of the City's Employee and [Community newsletters](#), the City's Employee and [Community surveys](#), and oversees the City's [Communications Team](#). Ms. Galvan has been with the City since October 2001.

Ms. Galvan previously served as Director of News Outreach and as Assignments Manager for San Antonio's NBC affiliate KMOL-TV. As Director of News Outreach, she served as the station's liaison on local community concerns and was responsible for the implementation of a strategic plan to effectively communicate the station's news philosophy. As Assignments Manager, she was charged with the management of news planning coverage for the local broadcast area.

EDUCATION

Master of Arts, Communications, University of the Incarnate Word

Bachelor of Arts, Political Science, University of Texas at San Antonio

PROFESSIONAL MEMBERSHIPS AND COMMUNITY INVOLVEMENT

Texas Association of Municipal Information Officers (TAMIO)

Texas Association of Telecommunications Officers and Advisors (TATOA)

National Association of Telecommunications Officers and Advisors (NATOA)

Panelist, Women in Communications, 1998-99

Media Relations Panel, San Antonio Greater Chamber of Commerce Convention, 2000

Lecturer, Trinity University, 1999

Member, Public Affairs chairperson, San Antonio Women's Chamber of Commerce, 1992-97

Mission City Business and Professional Women's Club of San Antonio, 1995

Volunteer, San Antonio Family Assistance Crisis Team

Committee Member, San Antonio Education Partnership Fund, 1990-95

HONORS

Most Outstanding Graduate Student, Communication Arts Department, University of the Incarnate Word, 1997

Shining Star Award, San Antonio Women's Chamber of Commerce, 1996

Young Career Woman, Mission City Business and Professional Women's Clubs of San Antonio, 1994

Young Career Woman, Mexican-American Business and Professional Women's Clubs of San Antonio, 1992

PERSONAL

Ms. Galvan is married to Roy Galvan. She is a native of San Antonio.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)

Copyright 2014 by City of San Antonio

[ADA Compliance](#) | [Telecommuting](#) | [Site Map](#) | [Open Records](#) | [Privacy Policy and Disclaimer](#)



Chris Callanen

Assistant to the City Council

CAREER

Christopher Callanen was appointed Assistant to the [City Council](#) in March 2007. In this position, he provides management support to Council Members. He is responsible for the departmental budget as well as the oversight of [City Council Offices](#) and the supervision of thirteen support staff. He also serves as the liaison to the [City Manager's Office](#) and City staff in meeting the goals of the [Council](#).

Prior to his appointment, Mr. Callanen served as Executive Assistant in the Public Works Department for four years. In that role, he was responsible for supervising, coordinating, and overseeing administrative support operations of Public Works including the daily operations of the Director's Office and managing the public relations and customer service aspects of the department. Previously, Mr. Callanen served as a member of the Council Action Team where he served as staff liaison for two City Council Members and City staff to effectively and efficiently provide complete service delivery resolution.

A city employee since 1994, Mr. Callanen has also served in various positions in the [City Manager's Office](#).

EDUCATION

B.A., Political Science, St. Mary's University

City of San Antonio Leadership Development Program Executive Leadership Program

PROFESSIONAL MEMBERSHIP AND COMMUNITY INVOLVEMENT

Urban Management Assistants of South Texas (UMAST)

Texas City Management Association (TCMA)

Board of Trustees, Leukemia and Lymphoma Society - South Central Texas Chapter

PTA 2014/2015 School Year – Rhodes Elementary

PERSONAL

Christopher and his wife, Leticia, have two daughters, Lindsey and Cristiana.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



Executive Team Directors



Animal Care Services
Kathy Davis
207.3338



Aviation
Frank R. Miller
207.3338



Building & Equipment Services
Jorge A. Perez
207.7858



Center City Development
Lori Houston
207.3914



City Attorney
Martha G. Sepeda (Acting)
207.8940



City Auditor
Kevin W. Barthold
207.2853



City Clerk
Leticia M. Vacek
207.7253



Communications and Public Affairs
Di Galvan
207.7234



Convention & Sports Facilities
Michael Sawaya
207.8500



Convention & Visitors Bureau
Casandra Matej
207.6700



Culture & Creative Development
Felix N. Padron
207.6968



Development Services
Roderick J. Sanchez
207.8259



EastPoint & Real Estate Services
Mike Etienne
207.6502



Economic Development
Rene Dominguez
207.8080



Finance
Troy Elliott
207.5734



Fire
Chief Charles N. Hood
207.8400



Historic Preservation
Shanon Shea Miller
207.8316



Human Resources
Lori Steward (Interim)
207.8705



Human Services
Melody Woosley
207.8198



Information Technology Services
Hugh Miller
207.8301



Intergovernmental Relations
Jeff Coyle
207.8109



Library
Ramiro S. Salazar
207.2644



Management & Budget
Maria D. Villagomez
207.8360



Metro Health
Dr. Thomas L. Schlenker
207.8731



Military Affairs
Robert M. Murdock
207.2712



Municipal Court
Frederick Garcia, Jr.
207.8970



Office of the City Council
Christopher D. Callanen
207.7040



Office of the Mayor
Jill De Young
207.7060



Parks & Recreation
Xavier D. Urrutia
207.8480



Planning & Community Development
John Dugan
207.0147



Police
Chief William McManus
207.7360



Pre-K 4 SA
Kathy Bruck
206.5750



Solid Waste Management
David W. McCary
207.6470



Sustainability
Douglas R. Melnick
207.6103



Transportation & Capital Improvements
Mike Frisbie
207.8022



Archive Reports

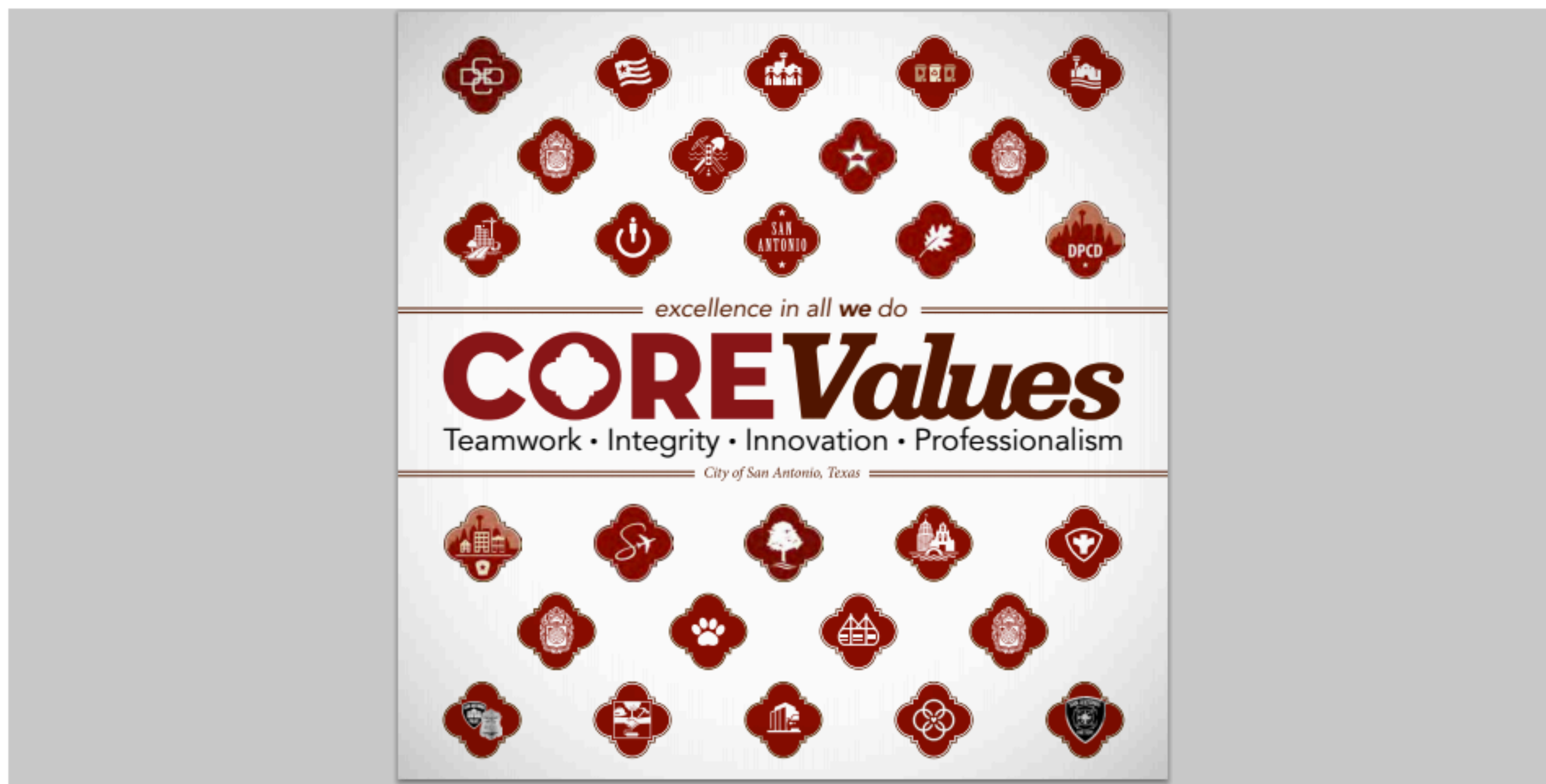
- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)

Copyright 2014 by City of San Antonio

[ADA Compliance](#) | [Telecommuting](#) | [Site Map](#) | [Open Records](#) | [Privacy Policy and Disclaimer](#)



[Core Values Brochure \(PDF\)](#)



INTEGRITY



*We model
ethical behavior.*



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)

Copyright 2014 by City of San Antonio

[ADA Compliance](#) | [Telecommuting](#) | [Site Map](#) | [Open Records](#) | [Privacy Policy and Disclaimer](#)

We work together to make San Antonio better

 [Annual Report](#) / **Teamwork**



We work together to make San Antonio better.



[Animal Care Services](#)



[Fire](#)



[Human Services](#)



[Library](#)



[Metro Health](#)



[Parks & Recreation](#)



[Police](#)



[Solid Waste Management](#)



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



Animal Care Services is the Bexar County's largest open admission shelter. The shelter takes in thousands of unwanted animals every year. Animal Care Services' mission is to encourage responsible pet ownership by promoting and protecting the health, safety and welfare of the residents and pets of San Antonio through education, enforcement and community partnership.

The department's success is based on a wholesale embrace of three strategic priorities: enhanced enforcement, control of the roaming animal population through spay/neuter and increasing the live release rate.

In FY 2014, the **ACS** Field Operations Division has:

- Returned over 2,757 pet to their owners – a 35 percent increase over FY 2013
- Created the first municipally-led Animal Care Officer Training Academy in the State of Texas consisting of classroom, job shadowing and hands on experience in various aspects of animal care and control.
- In partnership with Municipal Courts, **ACS** revamped existing technology to unveil an Electronic Warrant system for animal control investigations increasing efficacy and efficiency.
- Initiated and created a State-certified training module for the San Antonio Police Department with an emphasis on animal handling, behavior identification and cruelty investigation.
- Initiated a Return to Owner (RTO) Officer position to aid in returning impounded animals to their owners and to optimize capacity space within the shelter.
- In conjunction with the RTO Officer initiative, **ACS** implemented PETEX - an innovative, first-of-its kind program to locate owners of lost or roaming pets through the delivery of the pet back to the owner. Owners can be held by taking appropriate enforcement action, if necessary.
- Completed the third year of the ground-breaking Comprehensive Neighborhood Sweeps (CNSI) – CNSI provides education, enforcement and low-cost resources to targeted neighborhoods in San Antonio. Through staff/volunteer block walking efforts, more than 21,000 homes were provided information on sterilization services, City ordinances, and low-cost vaccination clinics resulting in 2,370 free rabies vaccination/City licenses administered and issued. These efforts were followed by an enforcement period conducted by **ACS** Sweeps Officers where 849 stray and roaming animals were impounded off of City streets and 165 citations issued for violations.
- Transition of the Southside Auxiliary Shelter from overflow stray kennels to a State-certified Quarantine Facility for pets under legally mandated rabies observation or connected to criminal investigations.

ACS helped control the stray population by doing the following:

- **ACS** has sterilized more than 816 cats as part of our Trap Neuter Release program.
- More than 9,400 free spay/neuter surgeries were performed by our Community Partners SpaySA, SNAP, SNIPSA, San Antonio Humane Society and the Animal Defense League
- Utilized \$2.2 million 2012-2017 Bond Funds to construct stray kennels at the Animal Defense League (ADL). New kennels will be maintained and operated by ADL increasing **ACS** capacity by 3,184 pets annually and saving the City more than \$2 million in operating expenses annually.
- In mid-FY 2014, the department began a new initiative using auto-registered microchips for all adopted pets and pets returned to their owners containing updated owner information to increase the number of lost pets that can be returned to their owner.
- Modified Chapter 5 of the City Code to require all roaming pets that are returned to their owner following their first impoundment to be altered within 30 days of conditional release. 165 pet owners have complied and sterilized their pet. 567 pet owners have been issued a citation for not complying. Enforcement efforts continue with those pet owners who are not in compliance.



ACS finished third in the ASPCA Rachael Ray \$100K Challenge with a 33 percent increase in animal lives saved over our baseline for the previous year.



ACS received award of grants totaling \$93,000 for spay/neuter efforts in two targeted zip codes.



With grant and donation funds, four dog interaction areas were constructed on the **ACS** campus.

[ACS](#) helped increase the live release rate by accomplishing the following:

- 16,400 surgeries were completed in-house
- [ACS](#) has performed more than 10,625 wellness checks and preventative for adopted, rescue and fostered animals before surgery.
- Clinic staff completed more than 6,523 vet exams on pets in [ACS](#)' care.
- Enhanced existing kennel area to showcase small dogs and puppies
- Changed Chapter 5 of the City Code to reduce the mandatory stray hold period by 1 day for pets with an identified live outcome, allowing those pets to leave [ACS](#) sooner and increasing shelter capacity and allowing other pets additional time to receive positive placement.

In FY 2014, the [ACS](#) Live Release Division has:

- Maintained an 81 percent Live Release rate for all pets this fiscal year – the highest yearly Live Release rate in [ACS](#) history
 - In addition, achieved "No Kill" status (90 percent Live Release Rate) for our cats during peak months – with an overall feline Live Release Rate of 87 percent for all cats
- Completed 6,647 adoptions with more than 80 onsite and offsite adoption promotions
- Transferred 13,837 pets to [ACS](#) Rescue partners
- 1,401 pets were temporarily fostered utilizing more than 200 active foster homes – increasing shelter capacity
- More than 14,500 volunteer hours donated to [ACS](#) equating to 7 FTE's.
- Our Health Education Specialist visited 160 schools throughout San Antonio reaching 76,000 students about Responsible Pet Ownership, Bite Prevention and Rabies Awareness.

[ACS](#) was once again chosen to participate in the ASPCA Rachael Ray \$100K Challenge, a nationwide competition among the top 50 shelters in the nation in an effort to increase live release. [ACS](#) finished third in the national contest with a 33 percent increase in animal lives saved over our baseline for the previous year. ACS finished FY 2014 with more than 24,000 positive placements and an overall release rate of 81 percent.

The successes of the Department have allowed for multiple opportunities for [ACS](#) staff to visit organizations across the State and country to talk about our innovative programs, partnerships, and initiatives. Both sponsored trainings and conferences are included.

Through a grant with the Humane Society of the United States and PetSmart Charities, San Antonio was chosen as one of a handful of communities across the country to provide grassroots, comprehensive animal care and resources to a targeted, high-risk neighborhood in San Antonio. As a result, more than 200 families received personalized visits from [ACS](#) staff and were provided education and resources that resulted in the sterilization and vaccination of more than 300 pets.

[ACS](#) received award of grants totaling \$93,000 for spay/neuter efforts in two targeted zip codes.

With grant and donation funds, four dog interaction areas were constructed on the [ACS](#) campus to allow for the socialization, interaction and evaluation of pets in ACS care.

Thanks to the latest technology, [ACS](#) was able to see real-time kennel inventory and available kennel space in order to better determine shelter population needs.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



Since its founding in 1891, the [San Antonio Fire Department](#) (SAFD) has built a strong reputation for serving the citizens of San Antonio. The department has been innovative and aggressive in addressing the changing issues facing our community. SAFD provides “the highest level of professional service” through the many contributions of its different sections and divisions.

SAFD strives to be a service-driven, nationally-recognized leader in providing emergency services with exceptional leadership, open communication, state-of-the-art resources, and a healthy, highly trained, and motivated workforce.

The [San Antonio Fire Department](#) made several notable achievements in FY 2014.

To continue improving how it serves the residents of San Antonio, SAFD added 16 new medic units to the ambulance fleet. Six new fire engines and one new platform truck were also added to the fleet. Three new HAZMAT Inspection positions were introduced in FY 2014 and two new HAZMAT response vehicles added. The department also implemented a new Fleet Database system to help improve safety.

As a sign of its long-standing tradition of excellence and commitment to the San Antonio community, Fire Stations 9 and 10 both celebrated their 100th anniversaries, while SAFD EMS celebrated its 40th anniversary. The department also celebrated the grand opening of replacement Fire Station 28 during FY 2014.

To honor and remember the sacrifices made by the firefighters of the [San Antonio Fire Department](#), the SAFD held a dedication ceremony for the SAFD Fallen Firefighter Memorial at the SAFD Fire Training Academy in October 2013.

Several recognitions marked a successful year for the [San Antonio Fire Department](#) including receiving the 2014 Mission: Lifeline Award from the American Heart Association. SAFD Firefighter Gary Guevara and Paramedic Robert Beckett were recognized by the American Legion as the Firefighter and Paramedic of the Year for the State of Texas. And, SAFD Arson K-9 Kai was recognized as the American Humane Association’s Arson Dog of the Year.



Firefighter Gary Guevara and Paramedic Robert Beckett were recognized by the American Legion as the Firefighter and Paramedic of the Year for the State of Texas.



Arson K-9 Kai was recognized as the American Humane Association’s Arson Dog of the Year.



Fire Stations 9 and 10 both celebrated their 100th anniversaries, while SAFD EMS celebrated its 40th anniversary.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



The City of San Antonio's [Department of Human Services](#) promotes lifelong success for families and individuals by providing human services and connections to community resources.

The [Department of Human Services](#) (DHS), Senior Services programs, provided services to more than 17,388 senior participants including 698,000 meals and 84,270 rides in FY 2014. Overall satisfaction rate with senior services programming rose from 90 percent in FY 2013 to 94 percent in FY 2014. [DHS](#) continued development and construction of new and expanded Senior Centers. The total number of comprehensive senior center sites will grow to 10 in FY 2016.

The [DHS](#) also provided child care subsidies for approximately 9,000 children from low-income families who are working, enrolled in school or training, enrolled in the Choices Welfare to Work Program, and those children entering Child Protective Services. In FY 2014, the program increased the number of quality Texas Rising Start Providers to 94, of which 13 are National Association for the Education of Young Children (NAEYC) accredited.

Through the [Head Start program](#), [DHS](#) also provided comprehensive early childhood education and support services that included health, nutrition, dental, and parent engagement to 3,200 low-income children, ages three to five, and their families in the inner-city (San Antonio and Edgewood Independent School Districts). Enrolled children showed progress on formal child assessments in all developmental domains demonstrating increased kindergarten readiness.

The [Ambassador Program](#), implemented in 2004, is a workforce development initiative designed to attract college students, through paid summer internships in high demand occupations, to remain or return to San Antonio to live and work after graduation. In FY 2014, City Council doubled the size of the [Ambassador Program](#), enabling [DHS](#) to place more than 120 students with summer internships in 76 high demand employers. In FY 2014, two employers also supplied matching funds to increasing the overall number of participants. In addition to working in the field, interns participated in three peer-to-peer learning sessions and completed two community service projects which included park clean up at McAllister and Blossom parks and volunteered at the San Antonio Food Bank.

In partnership with Family Service Association and United Way of San Antonio and Bexar County, [DHS](#) operates two [Financial Empowerment Centers](#), funded through Bloomberg Philanthropies and Living Cities' Cities for Financial Empowerment (CFE) Fund grant. In FY 2014, financial counselors provided approximately 5,030 one-on-one counseling sessions to 1,891 residents to help them reduce debt, improve credit scores, increase savings and access safe banking products. Counselors have helped clients reduce debt by \$1.5 million and save more than \$177,000.

In FY 2014, [DHS](#) improved housing stability for 5,096 households and helped prevent homelessness through foreclosure prevention, fair housing counseling, rental assistance and boarding homes relocation. In addition, 9,542 households were provided with emergency utility assistance. These services play a vital role in providing emergency assistance to ensure residents remain in their homes when possible or are assisted in relocating to a safe home environment.



Senior Services programs provided assistance to more than 17,388 senior participants.



The Department improved housing stability for 5,096 households and helped prevent homelessness.



DHS provided childcare subsidies for approximately 9,000 children from low-income families.

The [Department of Human Services](#), in partnership with the [Volunteer Income Tax Assistance \(VITA\)](#) Coalition, operated 23 [VITA](#) sites and prepared 33,175 tax returns for low-income taxpayers, an increase of 3 percent over the prior year. The program's Internal Revenue Service (IRS)-certified volunteers helped return \$58 million in tax refunds to San Antonio residents and saved taxpayers an estimated \$7.8 million in tax preparation fees.

The City's [Economic Development Department](#) (EDD) and the [Department of Human Services](#) manage the City's Human and Workforce Development Services investments through multiple funding sources, including General Fund and federal grants. In FY 2014, [DHS](#) and [EDD](#) contracted with 67 non-profit, faith based, and community agencies, in the amount of \$22 million, to fund community human and workforce programs. Funding strategies focused on family well-being, community safety net, education, and economic competitiveness initiatives. These initiatives included targeted investments in after school and summer care; early childhood care; youth services; basic needs; homeless prevention and transformation; senior services; financial security; at risk youth behavior prevention; domestic violence and child abuse reduction and prevention; and long and short term job services.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)

Copyright 2014 by City of San Antonio

[ADA Compliance](#) | [Telecommuting](#) | [Site Map](#) | [Open Records](#) | [Privacy Policy and Disclaimer](#)



The [San Antonio Public Library](#) strives to change lives through the power of information, imagination, and ideas. For more than 100 years, the award-winning [San Antonio Public Library](#) has been a vital center for free learning, knowledge, communication, culture and enjoyment for the whole community.

As times change, so does the Library. By offering programs like Live Homework Help, job search and resume writing assistance, early literacy programs for children, and individualized literacy tutoring for adults, all at no cost to the citizens of San Antonio and Bexar County, the [San Antonio Public Library](#) continues to find ways to effectively address the ever-changing needs of the community.

The [San Antonio Public Library](#) made significant strides in FY 2014 in the area of technology. The [Library](#) reached an all-time high of more than 673,608 digital checkouts, increasing digital circulation by 38 percent. It also implemented iPad checkouts at five of its branch libraries in various parts of the city including: Cody, Las Palmas, McCreless, Tobin at Oakwell and Westfall.

In FY 2014, the [Library](#) also expanded virtual library offerings to include thousands of titles including: STARZ streaming movies, Hoopla and Zinio for patrons to browse and download movies, television shows, educational/instructional videos, documentaries, music, magazines and audiobooks. The [Library](#) also launched a community-wide promotional project to increase public awareness of and access to the mysapl.org Digital Library in various locations such as Haven for Hope, YMCAs and [Department of Human Services](#)' senior centers.

To continue to engage children and teens through technology, the [Library](#) launched eReading rooms, virtual environments for children and teens to browse within the SAPL digital library. Each is customized to display content only for the particular browsing audience, either juvenile or young adult. All titles in the eReading rooms are also cataloged by reading level and other reading metrics to help parents and teachers select titles to aid in literacy campaigns.

The [Library](#) also achieved compliancy with the Children's Internet Protection Act (CIPA) by installing filters on all computers with access to the internet.

The [Library](#) also encouraged teens to activate their imaginations, and encouraged both reading literacy and digital literacy through out-of-school learning opportunities during Teen Tech Week. At activities across the entire Library system, teens were engaged in active, hands-on learning experiences and activities like meme generating, cube music, making videos, coding and using Central Library's MakerBot Replicator 3D printer and MakerBot Digitizer 3D scanner.

As a means to engage teens and children outside of the traditional library setting, the [San Antonio Public Library](#) implemented activities for teens and children in the [Eastside Promise Neighborhood](#) by way of a sprinter van, made possible through a \$100,000 grant from Valero and offered by the San Antonio Public Library Foundation. The van, called VROOM! (Valero Roaming Online Outreach Mobile) is equipped to deliver technology equipment and activities for children and teens in the community to enjoy, including free WiFi, iPads and iMacs. In addition, popular existing Library programs like Every Child Ready to Read and Play & Learn sessions for children and their parents/care providers are also transported to various locations.



Reached an all-time high of more than 673,608 digital checkouts, increasing digital circulation by 38 percent.



Launched eReading rooms, virtual environments for children and teens to browse within the SAPL digital library - each is customized to display content only for the particular browsing audience, either juvenile or young adult.



Implemented activities for teens and children in the Eastside Promise Neighborhood with a van equipped to deliver technology equipment and activities for children and teens in the community, including free WiFi, iPads and iMacs.



Launched "Learn at SAPL," to offer an Adult Basic Education (ABE) pilot program designed to address gaps and complement existing programs at two branch libraries.

To engage local students in certain academic areas, the [Mayor's Summer Reading Club](#) provided a total of 2,013 activities and programs that centered on STEM (Science, Technology, Engineering, and Math). Total attendance for summer programs was 64,860, and sign-ups for the reading portion of this year's program increased by 14 percent.

The [Library](#) also launched or enhanced programs for other target audiences. It kicked-off a partnership with the [Department of Human Services](#) (DHS), called Learn at SAPL, to offer an Adult Basic Education (ABE) pilot program designed to address gaps and complement existing programs at Bazan and Westfall branch libraries. FY 2015 locations include Carver and Cortez branch libraries.

In FY 2014, the [Library](#) also added the issuance of birth certificates and immunization records as a permanent, ongoing service at Las Palmas, Great Northwest, Thousand Oaks and Mission branch libraries. More than 1,200 birth certificates and 300 immunizations records were sold.

Opened in November 2013 through a partnership with the Southwest School of Art (SSA), the Marie Swartz Art Resource Center serves as the library of record for the School's new BFA degree program. The 4,500-square-foot center, on the second floor of the Central Library, houses print materials and periodicals, and will include access to art-databases within the [Library](#), all accessible to both SSA students and the public.

As another valuable resource for the public, the Caroline B. and John H. Kampmann San Antonio Public Library Portal at The Briscoe Western Art Museum opened in FY 2014. The Portal is used to tell stories of the past through historically rich digital content available on iPads in a relaxed, living room inspired environment.

The [San Antonio Public Library](#) branded and designed the Latino Collection at Central Library, a cultural and educational resource which captures and chronicles the literature, heritage, and contemporary life of Latinos in the United States. The [Library](#) accepted more than 10,000 titles through a special donation from Dr. Tomás Ybarra y Frausto.

In FY 2014, the [Library](#) made \$1.5 million in upgrades to its facilities. It completed three Extreme Library Makeovers projects at Cortez, Carver and Tobin at Oakwell branch libraries to include interactive OverDrive media stations at all three locations. The Library also completed building improvements at Guerra, Johnston, Landa, Maverick and Westfall branch libraries identified by a previous facilities assessment study.

Patrons also benefited from the [Library's](#) expanded Express Collections system-wide. This allows popular book and media titles that are in current high demand to not be placed on hold or renewed, so they're more likely to be available to library-goers.

The [San Antonio Public Library](#) developed partnerships and produced special programming activities including: the San Antonio Book Festival, social media for seniors and diversity programming (African-American Heritage, Women's History, Asian-American Heritage, Hispanic Heritage, and LGBTQ Pride).



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



The mission of the City's [Health Department](#) is to provide leadership and services for San Antonio and Bexar County to prevent illness and injury, promote healthy behaviors and protect against health hazards.

[Metro Health](#) collaborated with the [San Antonio Police Department](#) to write and receive a Justice Assistance Award Cure Violence Grant to administer the The Cure Violence program in San Antonio. This program is one of three federally-endorsed and funded programs shown to reduce murders and shootings by 41 to 73 percent, and retaliatory shootings by up to 100 percent in the program areas. The program treats violence as a disease and employs a medical model used to control the spread of diseases. [Metro Health](#) staff will engage individuals at risk of involvement in a shooting or killing in order to prevent such violence from occurring by employing outreach workers known as "Violence Interruptors" who will become familiar with their assigned neighborhoods and are trained to intervene with high risk individuals. Interruptors are challenged to build trust with high risk individuals, many of whom are gang-involved, in order to influence the ways these young people think and act - and to redirect them to positive pursuits including jobs, job training and returning to school.

The Public Health Emergency Preparedness (PHEP) program initiated the Healthy Travelers Program in conjunction with Aviation Emergency Management staff to place 20 hand sanitizer stations strategically throughout the San Antonio International Airport. Accompanying the program is a media campaign to bring awareness to hand-washing and cough etiquette via signage and audio/video messaging to foster safe air travel.

[Metro Health](#) completed its implementation of the Netsmart-Insight system providing electronic medical records services to the [tuberculosis](#) (TB), [STD/HIV](#) and [Diabetes](#) (1115) programs. Applicability to other programs within [Metro Health](#) became immediately apparent and the project was expanded to include [Baby Cafe](#) (1115) and the Department's [1115 Teen Pregnancy](#) prevention program.

In addition, the Department was awarded a five-year \$10 million initiative to reduce health disparities in infant mortality and improve birth outcomes in Bexar County. San Antonio, the only community in Texas selected to be a Level 3 Leadership and Mentoring Healthy Start Program will focus on three distinct contiguous service areas located in the West ([Council District 5](#)), South ([Council District 3](#)) and East ([Council District 2](#)) of Bexar County. This program focuses on reducing the incidence of morbidity, mortality, prematurity and low birth weight births by implementing a resident centered neighborhood approach that will provide education, high- and moderate-risk individual case management and coordinated and integrated health and social service navigation for 1,000 women.

More than 2,400 teens participated in evidence-based teen pregnancy prevention programs through [Metro Health's 1115 Medicaid Waiver Teens project](#). Through this project, over 250 teens received pregnancy prevention health services in addition to another 78 teen mothers who were enrolled in [Metro Health's](#) HOPES case management program, administered through a contract with The Children's Shelter, which provides teen parenting education and encourages parents to delay subsequent teen births. In addition, Project WORTH, through a contract with the University of Texas Health Science Center's Department of Family and Community Medicine, provided 20 healthcare providers with training and education regarding implementation of the adolescent medical home model in their practices. This model promotes the provision of teen friendly health services.



Metro Health was awarded a five-year \$10 million initiative to reduce health disparities in infant mortality and improve birth outcomes in Bexar County.



More than 2,400 teens participated in evidence-based teen pregnancy prevention programs through Metro Health's 1115 Medicaid Waiver Teens project.



Metro Health played a key leadership role in the city/county effort that enrolled 76,000 Bexar County residents in Affordable Care Act insurance programs.

[Metro Health](#) planned and developed San Antonio's first Health Impact Assessment (HIA) for the Wheatley Choice Neighborhood. In addition, ten neighborhood-based community health workers were hired to begin work in ten target neighborhoods identified as having significant health disparities for implementation of the 1115 Medicaid Waiver Neighborhood-Based Health Promotion and Physical Activity Project. Through this project, [Metro Health](#) has engaged more than 185 neighborhood residents in Asset Based Community Development and intervention planning to devise health promotion priorities and activities in their own neighborhoods.

The [STD/HIV](#) program expanded its services and outreach efforts utilizing funding through the Texas Medicaid 1115 Waiver to create a new unit focused on testing and screening HIV and Syphilis in the field. Staff also provided case management services to more than 160 pregnant women to ensure appropriate pre-natal care was in place as well as ensure a third trimester Syphilis test was conducted prior to delivery. Efforts paid off with a substantial reduction in congenital syphilis cases achieved over the first three quarters of 2014. In addition, the STD Clinic was relocated in February 2014 from its downtown location on West Commerce to 512 E. Highlands, a location that provides ample parking and easier access to its patients.

[Metro Health](#) held a grand opening ceremony for its [Baby Café](#), a breastfeeding drop-in lactation center located at 4538 Centerview Drive, Suite 151. Breastfeeding help and support is provided from skilled health professionals, Para-professionals, and other mothers, in a friendly, non-clinical, café style environment. The primary goals of this intervention are to promote the physical and psychological health of mothers and children through education and training regarding breastfeeding and to advance the general public's knowledge of the health benefits, immediate and long term, of breastfeeding. Through this project, more than 580 pregnant women and breastfeeding mothers have received services through the [Baby Café](#).

In collaboration with the YMCA of Greater San Antonio, [Metro Health](#) administered Diabetes education and prevention classes to more than 1,600 community residents through evidenced based programming utilizing the Stanford Diabetes Self-Management Program, Y-Living and YMCA Diabetes Prevention Programs.

The department also expanded oral health services for children through 1115 Medicaid Waiver funding. An additional 10,785 children were provided free services to include limited oral evaluations, fluoride applications to each child seen and dental sealants to those children who had primary and secondary molars.

The department also expanded oral health services for children through 1115 Medicaid Waiver funding. An additional 10,785 children were provided free services to include limited oral evaluations, fluoride applications to each child seen and dental sealants to those children who had primary and secondary molars.

[Metro Health](#) began discussions with the Texas Center for Infectious Diseases (TCID) to move operations from 814 McCullough to the TCID Campus located at 2303 SE Military Hwy., Building 528. Relocation was completed in April 2014 which will further enhance TB operations for Bexar County and the entire region with closer collaboration with the Heartland National TB Training Center and TCID. In addition, [Metro Health](#) acquired a seventh 1115 Medicaid Waiver project through the Texas Department of State Health services focused on identification and treatment of Latent Tuberculosis infection (LTBI) in high-risk populations.

The 2nd Annual Public Health and the Built Environment Conference was planned and implemented by [Metro Health](#) and more than 250 people attended. The one-day conference convened local policy makers, elected officials, architects, planners, students and health professionals to hear presentations and discuss the latest information regarding the impact of the built environment and its connection to health and promotion of physical activity.

The [Women Infants and Children](#) (WIC) program maintained an average monthly participation of 43,335 participants. In addition, through its hospital-grade breast pump loan program, [WIC](#) supplied multi-user electric breast pumps to more than 400 women who delivered premature or high-risk infants as well as supplied 900 breastfeeding women who are working or attending school and continue to breastfeed exclusively (without formula supplementation) either an electric single-user breast pump or a manual pump.

[Metro Health](#) played a key leadership role in the city/county effort that ultimately enrolled 76,000 Bexar County residents in [Affordable Care Act](#)-sponsored commercial health insurance.

The Food and Environmental Division conducted more than 5,000 food inspections during the extended 2014 Fiesta festivities. The group also recently relocated its staff in July 2014 to a newly renovated portion of the Claude Black Community Center with ample space to conduct inspections located at 2805 E. Commerce St.

The Student Ambassador Program has expanded with 40 participants in grades 5 to 12 to represent the Mayor's Fitness Council by promoting and encouraging healthy living at their school campus, at home, and in their communities. The Mayor's Fitness Council also held a School Health Summit, a Nutrition Summit, participated in two successful Síclovía events and saw increased participation in the Workplace Recognition Program.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



The [San Antonio Parks and Recreation Department](#) operates the City's recreational and cultural programs and maintains 244 City-owned parks including swimming pools, gymnasiums, historic cemeteries, sports facilities, recreation centers and the Botanical Garden and Conservatory. The department is responsible for the maintenance of 14,524.83 acres of park land, including more than 118 miles of walking, hiking and biking trails.

In FY 2014, the [San Antonio Parks and Recreation](#) continued its year-round implementation of [Fitness in the Park](#), a program that offers a variety of free fitness classes to citizens across San Antonio. During FY 2013-2014, the Department hosted 3,891 classes for 34,842 participants in more than 50 different locations (through August 2014). Approximately 15 percent of Fitness in the Park classes offered were considered Troops for Fitness, classes taught by military veterans and active duty or reserve personnel.

The department offered two installments of its community-wide wellness scavenger hunt, Fit Pass SA, followed by [Fit Pass 2.0](#). The program awards points to participants for completing fitness, nutrition, and wellness based activities offered the City, as well as organizations throughout the City. Prizes are awarded to the top point earners as a way to incentivize living a healthy lifestyle. Fit Pass SA started in June of 2013 and concluded on March 1, 2014. The second installment of the program, [Fit Pass 2.0](#), began on June 14 with a Totally Awesome 80's 5K event hosted by the Department and ended on Sept. 13, 2014. Combined, more than 24,000 Fit Pass activity passports were distributed and more than 2,500 individual activity opportunities were offered as part of the program.

In June 2014, the [Parks and Recreation Department](#) unveiled [Mobile Fit San Antonio](#), a mobile fitness vehicle designed to offer free wellness screenings and fitness activities to San Antonio residents at local events, parks, and community facilities. Participants may receive free BMI, blood pressure and body fat percentage readings, play on the motion gaming system installed on the side of the vehicle or exercise with the fitness equipment stored inside the vehicle. Since the rollout of the program, 1,435 participants have received screenings and/or participated in fitness activities offered through the Mobile Fit San Antonio program.

The [Summer Youth Program](#) was offered at 62 locations and had more than 5,700 participants enrolled for summer 2014. Ninety-nine percent of parent survey respondents advised their children frequently or always enjoyed attending the Summer Youth Program. A variety of structured, supervised programs were offered including art, science, reading, wellness enrichment activities and Math and Science enrichment components. Additional activities included talent shows, PALS Baseball League and presentations from organizations such as Opera San Antonio, Girl Scouts, Oasis – "Catch Healthy Habits" nutrition program and many others.

The [Summer Food Service Program](#) continued to offer healthy hot lunches and snacks during the nine-week duration (June 16 – August 15), serving 125,119 lunches and 131,279 snacks at 59 sites. In order to offer more "picnic" friendly food at the pools, this year an additional hot/cold menu was created to be served only at pool locations.



Continued the Fitness in the Park program by hosting 3,891 classes for 34,842 participants in more than 50 different locations, through August 2014.



Unveiled Mobile Fit San Antonio, a mobile fitness vehicle designed to offer free wellness screenings and fitness activities to San Antonio residents at local events, parks, and community facilities.



Received a national Excellence in Innovative Programming Award from the National Recreation and Park Association (NRPA) in the areas of health and wellness, recreation and arts and humanities.

Construction began for 10.3 new miles of trail in the [Howard W. Peak Greenway Trails System](#), including the following projects:

- Medina River Greenway Phase Three and Four (Land Heritage Institute to Mattox Park) - 6.5 miles
- Olmos Basin Greenway Trail (Olmos Basin Park to Basse Road) - .9 miles
- Salado Creek Greenway (Laurens Lane Connection) - .3 miles
- Huebner Creek Greenway (Leon Creek Greenway to Crystal Hills Park) – 1.2 miles
- Huesta Creek Greenway (Bamberger Park to Hausman Road) – 1.2 miles
- Leon Creek Greenway (Cathedral Rock Park trail and parking improvements) - .2 miles

Parks staff completed a project with the City's [Information Technology Services Department](#) (ITSD) to incorporate the mile and quarter mile numbering on the greenway trails into the 911 dispatch system. New "911 Locator" signage was also installed at each existing mile and quarter-mile post to convey the message to trail users that they could reference the trail marker numbering system in emergency calls to 911.

As part of a larger Trail Safety and Etiquette Initiative, [Volunteer Services](#) launched the new Trail Watch volunteer program in FY 2014. Volunteers are trained to patrol trails, providing safety and etiquette tips to trail users, reporting trail maintenance issues and notifying Park Police of any security-related issues. Currently, there are 30 volunteers who have been through the orientation and are actively patrolling the trails. Other components of the initiative included: on-the-ground improvements on the trails relating to safety; Public Awareness Campaigns for safety and etiquette; and Park Police Community Interface.

In partnership with the [Phil Hardberger Park Conservancy](#), the windmill in the Voelcker Homestead area was restored and made operational. Repairs were also done to the original cistern to make it operational to hold water from the windmill. The Voelcker dairy barn was also restored and the 1840s stone house next to the barn was rehabilitated with funding from the [Phil Hardberger Park Conservancy](#). The area of [Phil Hardberger Park](#) known as the Voelcker Farmstead was officially listed in the National Register of Historic Places.

As part of its Tree Planting Initiative, the [Parks and Recreation Department's](#) Tree Division planted approximately 1,500 trees in City parks. In addition, staff supports maintenance efforts and watering of thousands of trees throughout the park system. As part of the department's community outreach efforts, approximately 2,600 trees were provided to local citizens through community tree adoption events which are held throughout the community. The department also supports the Tree Challenge Program which provided more than 220 trees to individuals, community organizations, and neighborhood groups in an effort to promote tree plantings across the city.

The [Parks and Recreation department](#) was honored in FY 2014 with several awards and recognitions for the department's efforts in the community:

The International City/County Management Association (ICMA) awarded the 2014 Local Government Excellence Award to the City of San Antonio for the Department of Parks and Recreation's Fitness in the Park Program in the category of Community Health and Safety. The award honors local governments for demonstrating innovation, excellence and success in safety, health and/or wellness.

The [Parks and Recreation Department](#) received a national Excellence in Innovative Programming Award from the National Recreation and Park Association (NRPA) in the areas of health and wellness, recreation and arts and humanities. The programs highlighted included Fitness in the Park, the Ride 2 Own bicycle program and Take Note, the Department's pre-professional youth music ensemble. The award was presented at the association's 2013 Congress & Exposition in Houston on Oct. 9, 2013.

The Texas Recreation and Park Society (TRAPS) honored the [Parks and Recreation Department](#), along with Lake | Flato Architects, Inc., with the statewide Recreation Facility Design Award for the [Phil Hardberger Park Urban Ecology Center](#). The award honors a recreational project that displays a high degree of professional design quality and recreation use. The Urban Ecology Center, completed in September 2013 at a cost of \$6.378 million, is San Antonio's first public urban ecology center. The facility features 18,600 square feet of recreation and education space.

The [Parks and Recreation Department](#) was also awarded the statewide Arts and Humanities Award from the Texas Recreation and Park Society (TRAPS) for the senior art program, "Artability." The award recognizes cities with outstanding arts and humanities programs. "Artability" is a juried art exhibit featuring the artwork of senior citizens who participate in the Department's Senior Art Program at Commander House's Adult and Senior Center.

The [Phil Hardberger Park Urban Ecology Center](#) received the 2014 Alamo Area Council of Governments Air Quality Stewardship Award.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



The [San Antonio Police Department](#) (SAPD) is dedicated to improving the quality of life by creating a safe environment in partnership with the people we serve. We act with integrity to reduce fear and crime while treating all with respect, compassion and fairness.

In an effort to develop a viable and sustainable solution to chronic quality of life issues, [SAPD](#) developed a Quality of Life Strategic Plan Initiative for 2014. The Plan calls for intense and sustained focus on five quality of life issues; panhandling, vehicle burglaries, prostitution, open air drug markets and graffiti. These issues were identified by residents through neighborhood and community meetings as priority concerns negatively affecting their communities. In addition to intense focused enforcement using uniformed and plain clothes officers, the department is actively engaged with external stakeholders from public and private entities to address the core problems. Significant percentages of the chronic violators suffer from chemical dependency and/or mental illness. These collaborative efforts in nontraditional strategies include pretrial diversions into treatment programs, court order chemical dependency programs, and increased detection of mental health issues in arrested persons. Better identification and referral to treatment will enable these individuals to break the cycle enhancing the quality of life for them and the community.

The Patrol Resource Allocation Model (PRAM) developed to provide equity of workload to the six police substations was implemented on Jan. 4, 2014 with no issues. The target priorities this model addressed were officer safety, equitable distribution of workload per officer, improved response times, equity across operational relief time/days and enhanced staffing decisions.

[SAPD](#) received grant funding through the State of Texas to address violence in conjunction with the [Metropolitan Health Department](#). The Cure Violence Grant pays for the hiring of a coordinator and field operatives. The field operatives, who are from the community and have turned away from a life of violence, will be trained to act as violence interrupters in target areas of the city. They will interact with individuals and groups who have a history of violence in the street.

The Texas Department of Transportation (TXDOT) awarded \$1 million to the [City of San Antonio](#) for a Comprehensive Traffic Safety Grant which includes public information, education and enforcement to address the areas of intoxicated driving, speed, intersection control and seatbelt enforcement. [SAPD](#) matching funds were \$436,500 for a total grant operating fund of \$1,436,500.

[SAPD](#) received a TACT Grant (Ticketing Aggressive Cars and Trucks) in the amount of \$536,952 for enforcement and \$325,960 for public information and education. [SAPD](#) in-kind matching funds were \$134,238 for a total grant operating fund of \$997,150. The [San Antonio Police Department](#) purchased two new EC120B helicopters in order to improve law enforcement capabilities from the sky. The EC120B was chosen after extensive research and, as a result, Airbus Helicopters was awarded the bid in August 2013. The Police Department took delivery on March 28, 2014 when helicopter detail members flew the units back to San Antonio.



Two new EC120B helicopters purchased.



Tactical Highway Interdiction Detail formed to curb illegal narcotic, human and money trafficking.



Cure Violence Grant secured to decrease violence on the street.

On Feb. 24, 2014, The [San Antonio Police Department](#) implemented a fugitive task force attached to the Repeat Offenders Program. The Fugitive Apprehension Surveillance Team (FAST) is comprised of a core group of officers consisting of one sergeant, 10 detectives and three uniformed officers. FAST ROP is designed to focus on the surveillance and arrest of criminal fugitives wanted for a variety of crimes. FAST serves as a collection point for new warrants issued by SAPD's follow-up units, for service and execution of older warrants requiring research and liaisons with various outside agencies requesting assistance in locating and arresting fugitives.

In May 2014, the [San Antonio Police Department](#) put into operation a full-time interdiction detail. The mission of the Tactical Highway Interdiction Detail (THI) is to interdict all criminal activity that is utilizing the streets and roadways in and around San Antonio. The new detail works with federal, state and local agencies to curb illegal narcotic, human and money trafficking using San Antonio as a conduit. The detail consists of one sergeant, one detective and six officers. To date, the detail has conducted an interdiction stop in which \$2 million in US currency was discovered hidden in a small apparatus in the backseat of a vehicle traveling to Laredo and successfully conducted a roadside interdiction stop on US Hwy 90 in which 267 bundles of marijuana weighing 5,230.5 pounds was found inside a large semi-trailer. The estimated street value of the narcotic is in excess of \$2 million dollars.

The Financial Crimes Unit has formed a task force with the Office of Homeland Security Investigations in order to combat intellectual property crimes (IPC) such as trademark counterfeiting and unauthorized labeling. Trademark counterfeiting poses a public health and safety risk when items such as health care products, cosmetics, and electrical devices are manufactured with no regulation or quality standards. The IPC Task Force has seized more than 9,000 counterfeit items with an estimated retail value of approximately \$760,000.

The Crash Reporting and Analysis for Safer Highways (CRASH) Activity System was developed to efficiently compile and extract data, detect trends for command staff and for training purposes. The system is able to capture contributing factors for all officer-involved crashes and distinguish factors between crashed vehicles.

The Emergency Operations Center section purchased 150 crowd control equipment kits to boost the department's Mobile Field Force (MFF) to 240 fully trained and equipped officers. The 150 kits will be issued to officers who will create an all-volunteer Secondary MFF, which will supplement and/or relieve the Primary MFF at incidents. The 155 percent increase in the department's MFF ensures that the department will be well prepared to mitigate large-scale civil disturbances and protect the residents of San Antonio.

In January 2014, [SAPD](#) began implementation of the Crisis Response Intervention Services (CRIS) program in the Homicide office. The CRIS program consists of 11 volunteers and four coordinators, two of whom are from outside the department. The mission of this program is to provide short-term emotional and logistical support to individuals and families experiencing the traumatic loss of a loved one involved in a homicide or suicide case.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



The [Solid Waste Management Department](#) protects the public health and safety of the [City of San Antonio](#) by providing quality municipal solid waste services and environmental programs that are safe, efficient, cost effective and environmentally responsible.

The [Solid Waste Management Department](#) attained a 30 percent recycling rate in FY 2014.

The Subscription [Organics Recycling program](#) was expanded, servicing approximately 20,000 homes in a 120,000-home service area.

A new recycling processing contract with ReCommunity allows for the acceptance of bundled, single-use plastic bags in curbside blue cart collection. [Plastic bag recycling](#) kicked off Aug. 1, 2014.

Educational outreach to the community on recycling continued with 722 presentations at local schools, attendance at 14 city-wide events and a presence at 17 community meetings; as well as a partnership with the Spurs and Danny Green to remind San Antonio residents that "it's easy being green."



Attained a 30 percent recycling rate in FY 2014.



Plastic bag recycling launched Aug. 1.



Subscription Organics Recycling program expanded to serve 20,000 homes.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



FY 2014 ANNUAL REPORT

Get Social

We model ethical behavior



We model ethical behavior.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)

Copyright 2014 by City of San Antonio

[ADA Compliance](#) | [Telecommuting](#) | [Site Map](#) | [Open Records](#) | [Privacy Policy and Disclaimer](#)



The audit process is designed to produce meaningful audit reports with emphasis on ongoing communication with the departments being audited, public interest, and transparency.

In November 2001, the Citizens of San Antonio voted to create the position of an independent [City Internal Auditor](#). The role and authority of the [City Auditor](#) includes independent and objective evaluation of the City's risk exposures as they relate to effectiveness and efficiency in operations, reliability and integrity of financial and operational information, safeguarding of assets, and compliance with laws, regulations, and contracts. The [City Auditor](#) reports to the [Mayor](#) and [City Council](#) through the Audit Committee.

Annually, the [City Auditor](#) prepares an Annual [Audit Plan](#) that identifies audits for the upcoming fiscal year. The [Audit Plan](#) is based on requests from [City Council](#), the City Management, and a risk assessment performed by the [Office of the City Auditor](#). This plan is approved by [City Council](#) and may be amended with the concurrence of the [Audit Committee](#).

The mission of the Office of the City Auditor is to facilitate government accountability to the Citizens of San Antonio through non-partisan, fact-based, independent, objective assessments of City programs, activities, and functions.

In 2014, the [Office of the City Auditor](#) received a "clean" external peer review report providing assurance of compliance with Government Auditing Standards issued by the Comptroller General of the United States.



Received a favorable external peer review report assuring the department's compliance with U.S. Government Auditing Standards.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



The [Office of the City Clerk](#) is firmly committed to excellence in public service by preserving and providing elected officials, [City departments](#) and the community accessible official records and archives.

The [Office of the City Clerk](#) reached a milestone in FY 2014 by generating more than \$1 million from passport revenue for the City's General Fund. The U.S. Department of State designated the [Office of the City Clerk](#) as a passport acceptance facility on May 24, 2010.

The [Municipal Archives & Records Division](#) added more than 30,994 pages of ordinances, resolutions, [City Council minutes](#), agendas and other archival materials to the City's digital collection. To date, the [Office of the City Clerk](#) has 304,131 images available for public access.

The [Vital Records Division](#) was named and recognized as a "Five Star Award Winner" by the State's Unit of Vital Statistics for excellence in filing vital records with the State of Texas.

The [Vital Records Division](#) sold 63,663 birth records through a partnership with the [San Antonio Public Library](#), which was initiated to provide easier access for the residents of San Antonio to purchase birth records at four branch libraries: Mission, Las Palmas, Great Northwest and Thousand Oaks Branches. The successful partnership with the [San Antonio Public Library](#) was expanded to [Metro Health](#) to sell 9,050 immunization records. To contribute to the record sales, the [Vital Records Office](#) opened for three [Saturday Passport Days](#) on March 15, July 12 and Sept. 27. The first annual Back to School Day took place on Aug. 23, 2014 for families to obtain a birth certificate and immunization record.

Professional surveyors have volunteered time with the [Office of the City Clerk](#) to prioritize 1,786 historical maps and plats and indexed 400 field survey books dated 1885-1970. The work completed this year is part of the project to fulfill the San Antonio Conservation Society's grant project entitled "Paving the Path from San Antonio's Past to its Future."

For the Office of the City Clerk's preservation efforts, the San Antonio Conservation Society recognized San Antonio [City Clerk Leticia M. Vacek](#) as the 2014 Texas Preservation Hero. Since her appointment as City Clerk in 2004, [Vacek](#) established the City's first archival program and implemented the first digital collection by digitizing the City's historical documents dating back to 1770.

The [Office of the City Clerk](#) facilitated the featuring of the official [San Antonio city seal](#), created by Johannes C. Scholze in 1925, in an exhibit called "Migration and Diversity in Germany Today" from March 8-Oct. 12, 2014 at the Deutsches-Hygiene Museum in Dresden, Germany. The exhibit explores contributions that persons of German heritage made to the countries into which they immigrated.

The [Office of the City Clerk](#) partnered again with the [San Antonio Public Library](#) to create an Alamo exhibit for display in the library portal at the Briscoe Western Art Museum. The Alamo: Preserving the Shrine of Texas Liberty and the Growth of the [City of San Antonio](#) featured historic surveys, maps and documents, documenting how the Alamo was preserved and commemorated.

-  Passport revenue reaches \$1 million milestone.
-  San Antonio City Clerk Leticia M. Vacek named a Texas Preservation Hero by the San Antonio Conservation Society.
-  Vital Records Division named Five Star Award Winner by the State of Texas.

Several staff members of the [Office of the City Clerk](#) also reached notable milestones throughout the fiscal year. Deputy City Clerk, Leticia Y. Saenz, and Assistant City Clerk, Melinda L. Uriegas, received the Texas Registered Municipal Clerk (TRMC) designation. Tina J. Flores, Assistant City Clerk, was awarded the Master Registrar Certification for Vital Records.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)

Copyright 2014 by City of San Antonio

[ADA Compliance](#) | [Telecommuting](#) | [Site Map](#) | [Open Records](#) | [Privacy Policy and Disclaimer](#)



Development Services Department is responsible for protecting the health, safety, and quality of life of the citizens of San Antonio through regulation of land and building development and through enforcement of property maintenance and quality of life related codes.

The department seeks to facilitate an efficient and effective development process that supports economic development. These processes include granting authority to develop land, construct, and occupy buildings. More specifically, the department is responsible for rights determination, subdivision mapping/parcel addressing, zoning and subdivision administration, building code enforcement, contractor licensing and registration, landscaping, tree preservation, and sign regulation. Since City development involves partnerships with other [City departments](#) and outside agencies, the department seeks to facilitate the coordination of these reviews to provide responsive customer service throughout the development process.

In addition to facilitating land and building development, the department manages programs to help ensure minimum quality of life standards on areas such as maintenance of property, dangerous structures, and graffiti. These programs are dedicated to results-oriented and community-driven service delivery to help make San Antonio a vibrant and inviting community where people desire to live, work, and play.

To help improve the quality of life in San Antonio, the [Development Services Department](#) abated 22,636 graffiti sites, accounting for more than 3.6 million square feet of graffiti. The City and several other local organizations, through a partnership called "[No Graffiti SA](#)" continue with a number of efforts to decrease this vandalism, such as painting over and removing graffiti on public property in parks and other areas in designated corridors. Through the "Grow over Graffiti" program, property owners are also encouraged to plant trees or ivy to cover walls and fences with graffiti.

In FY 2014, the department also picked up 141,570 bandit signs, which are signs illegally placed on the City's right of way or utility poles. The [Development Services Department](#) proactively removes and disposes of the signs and file cases with [Municipal Court](#) against the business sign owner.

As part of its sustainability efforts, the department implemented an electronic plan review to reduce costs in three important ways:

- Reduces cost associated with delivering plans to the DBS Center such as gasoline, wear and tear on vehicles and carbon monoxide emitted
- Reduces the need to print paper plans
- Reduces the storage requirements for paper plans.

In continuing its public safety efforts, the [Development Services Department](#) issued more than 76,000 permits. These permits protect the homeowner and the community, guarding against unlicensed contractors and work or materials that might be substandard and not in conformance with the building code.



22,636 graffiti sites were abated, accounting for more than 3.6 million square feet of graffiti.



More than 76,000 permits were issued to protect homeowners and the community by safeguarding against unlicensed contractors and practices not meeting code standards.



Through a partnership with Code for America, developed a system to help homeowners with the permitting process.

[Development Services](#) worked with Code for America, a non-profit organization that aims to improve the relationship between citizens and government, to develop a system to help homeowners with the permitting process. By answering a series of questions, the system allows homeowners to know whether a permit is required, what items are required, and will complete the permit application for the customer.

For its economic development efforts, the department facilitated high profile projects including:

- San Antonio International Airport – Terminal A
- Skyonic
- UHS – Robert B. Green Campus
- Methodist Hospital
- Christus Santa Rosa – Children's Hospital
- Microsoft Data Center
- Nexolon
- Federal Reserve
- Frost Bank
- Hotel Pearl
- Walmart
- Tobin Center for the Performing Arts
- Teleton USA – Children's Rehabilitation Center
- Pre-K 4 SA (West and East)



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)

Copyright 2014 by City of San Antonio

[ADA Compliance](#) | [Telecommuting](#) | [Site Map](#) | [Open Records](#) | [Privacy Policy and Disclaimer](#)



The [Finance Department](#) is dedicated to providing quality, efficient, and accurate financial services and is focused on delivering excellence in organizational and community needs. The [Finance Department](#) manages San Antonio's financial resources today for a better tomorrow.

The City's "AAA" [general obligation bond rating](#) was affirmed for the 6th consecutive year by the three major bond rating agencies (Fitch, Moody's and Standard & Poor's). San Antonio is the only city with a population of more than 1 million to receive a "AAA" general obligation rating from all three major rating agencies. The "AAA" bond rating is the highest credit rating that an entity can receive.

The Finance Department's [Purchasing Division](#) received the [Achievement of Excellence in Procurement](#) (AEP) award for the 17th consecutive year in recognition of organizational excellence in public procurement.

The City received the Government Finance Officers Association [Certificate of Achievement for Excellence in Financial Reporting](#) for the 38th consecutive year for the fiscal year ending September 30, 2013. In order to be awarded a certificate of achievement, a government must publish an easily readable and efficiently organized comprehensive annual financial report.

The Comptroller of Public Accounts has awarded San Antonio with a [Gold Circle Award](#) for the City's transparency efforts in the Texas Comptroller Leadership Circle program. The Gold level highlights those entities that set the bar with their transparency. Calendar Year 2013 was the fourth consecutive year the City has received this award.

The Public Utilities Division worked with [CPS Energy](#) to complete the installation of approximately 22,500 LED streetlights, which will result in energy savings of 3.7 megawatts.



'AAA' Bond Rating affirmed for 6th consecutive year.



San Antonio receives Gold Circle Award for transparency from Comptroller of Public Accounts.



22,500 LED streetlights installed, saving 3.7 megawatts of energy.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



The [Office of Historic Preservation](#) (OHP) protects the historical, cultural, architectural and archaeological resources of San Antonio. The [OHP](#) oversees a design review process for exterior alterations to ensure that modifications and changes are appropriate for historic resources, and coordinates with other City departments to comply with required environmental review processes to protect historic resources.

In collaboration with the World Heritage Nomination Committee and the National Park Service (NPS), the [OHP](#) initiated efforts this year for a Viewshed Protection District for the San Antonio Missions. The four proposed protection zoning overlays would regulate height of new construction and protect the scenic quality of the Missions.

The [OHP](#) hosted a community symposium on the Economic Impact of Historic Preservation presented by Don Rypkema, national real estate and economic development consultant. The event initiated an Economic Impact Study of Historic Preservation that is ongoing.

The [Historic Design and Review Commission](#) (HDRC) reviews exterior changes to all structures designated as local landmarks, within local historic districts, within River Improvement Overlay (RIO) Districts and public property. The [HDRC](#) also reviews new construction in downtown San Antonio. In FY 2014, the [OHP](#) saw a 26 percent increase in applications, of which:

- 633 applications were approved by [HDRC](#)
- 950 applications were approved by [OHP](#) staff.

In FY 2014, the [OHP](#) reviewed more than 150 [Transportation and Capital Improvements](#) (TCI) projects and intra-agency projects (Bexar County, SAWS, CPS, San Antonio River Authority, Texas Dept. of Transportation, Federal Highway Administration, VIA, U.S. Army Corps of Engineers, Texas Historical Commission) with cost savings of more than \$117,000 through collaboration with the City Archeologist. The [OHP](#) also reviewed and coordinated more than 160 COSA intradepartmental projects.

Additionally in FY 2014, [OHP](#) reviewed 299 private demolitions, 466 plats, 53 master development plans, 298 plan reviews and 23 cell towers. The newly integrated Assistant City Archaeologist position resulted in significantly reduced review times.

The [OHP](#) integrated a new Cultural Historian position responsible for identifying and protecting San Antonio's cultural heritage using new initiatives to facilitate public input directly related to places of cultural and historic significance.

FY 2014 included 34 local landmark designations, 24 of which were resources identified through the [OHP](#)'s Westside Cultural Resource Survey. Two properties were listed in the National Register of Historic Places: the Voelcker Dairy Farm in Hardberger Park and the Paso Dolores/Perez Rancho jacal properties. Brackenridge Park was designated a State Antiquities Landmark (SAL).



Vacant Building Registration Pilot Program adopted by City Council in June 2014.



Cultural Historian and Assistant City Archaeologist positions added.



26 percent increase in HDRC approval applications.

Several historic resource surveys were conducted to identify and inventory historic properties in San Antonio and make determinations about future protection and designation of these resources. Survey efforts included an Historic Gas Station survey, a Mid-Century Modern survey, continuation of the 36-Square Mile survey and Westside Cultural Resource survey, Farm and Ranch surveys (late 19th and early 20th century complexes) and Shearer Hills survey with UTSA College of Architecture students.

Preservation Month took place in May with numerous planned outreach initiatives, including the State of Historic Preservation announcement; the Amazing Preservation Race; the Kids Amazing Preservation Race in Monte Vista Historic District; Symposium by Peg Breen, New York Landmarks Conservancy President; Urban Barn Symposium at Fort Sam Houston; Lecture by Dr. Angela Lombardi of UTSA College of Architecture; Go! Historic SA Mid-Century Modern Walking Tour; Preservation Day SA in Government Hill; Paseo por el Westside; Architectural lecture at Thomas Jefferson High School; *This Place Matters* photo campaign with City Council members and the City Manager; Downtown Architectural Features Scavenger Hunt; and a Preservation Summit at the Texas State Capitol.

In June, City Council adopted the Vacant Building Registration Pilot Program. This program was created through the [OHP](#)'s collaboration with the [Development Services Department](#) (DSD), [Center City Development and Operations Department](#) (CCDO) and the [Department of Planning and Community Development](#) (DPCD). Focused on spurring revitalization and improving and creating a safe environment, this program establishes a higher level of accountability for property owners to maintain vacant buildings. This pilot program will apply to vacant properties in the Central Business District, historic neighborhoods, landmarks and the half-mile buffer of all entrances to military installations.

[OHP](#) hosted S.T.A.R. (Students Together Achieving Revitalization) in Fall 2013 and Spring 2014 to provide hands-on service learning to students and assistance to homeowners in historic districts with minor repair and maintenance of their houses. The S.T.A.R. program is a collaboration between the [OHP](#), UTSA College of Architecture, Construction and Planning, and San Antonio College Department of Architecture. More than 300 students participated and 17 houses within one historic district were assisted. The S.T.A.R. program aids in arresting the deterioration of historic housing stock and provides benefits of approximately \$5,000-\$15,000 to homeowners free of charge.

The 5th and 6th annual Historic Homeowner Fairs, providing educational sessions, demonstrations and exhibitors with information related to caring for historic homes, took place in November 2013 and September 2014. The 2014 Fair was a great success with 31 exhibitors, nine presenters and demonstrators and more than 450 in attendance.

A series of Go! Historic SA Guided Tours were offered throughout the year, including an Eastside cemetery tour, a downtown holiday lights tour, a downtown churches tour and a downtown tour for residents of the Vistana. The [OHP](#) provided an Historic House Specialist (Realtor) Training, in collaboration with [Center City Development Office](#), to train realtors working with and marketing historic homes.

The [OHP](#) established the Conversations in Historic Preservation community meeting series to provide a platform for the public to engage with the Office of Historic Preservation through three informative workshops covering topics related to historic district designation. The first of the professionally facilitated community meetings took place on Sept. 17 and welcomed 118 participants.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)

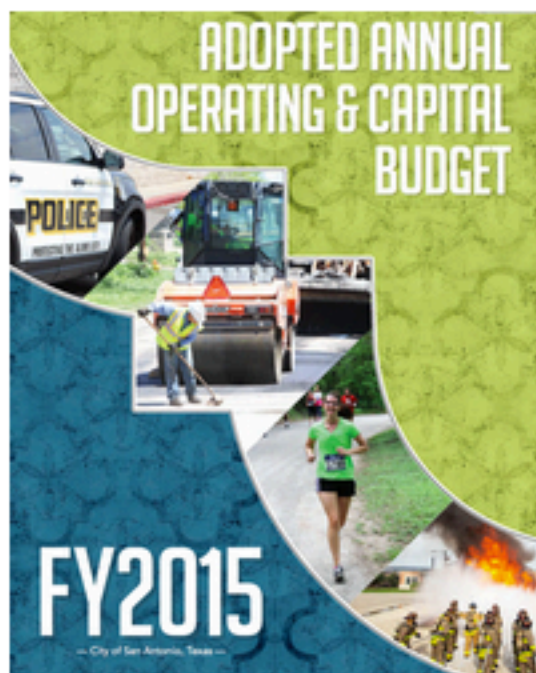


The [Office of Management & Budget](#) is responsible for providing [City departments](#) with fiscal planning, analysis, and management services to enable the City organization to provide City services in accordance with the policies, goals and objectives established by the [City Manager](#) and the [City Council](#). The department coordinates the preparation of the City's Operating & Capital Budgets. The Department's commitment is to provide professional and quality services to the City.

For the 31st year in a row, the [Office of Management and Budget](#) (OMB) has been honored with the [Distinguished Budget Award](#) from Government Finance Officers Association (GFOA) for the FY 2014 budget.

In addition, [OMB](#) received the Performance Measurement Certificate of Excellence Award for the third year in a row from the International City/County Management Association (ICMA). ICMA recognized the City for superior performance management efforts and San Antonio is just one of 29 jurisdictions receiving the highest level of recognition this year.

The [Office of Innovation](#) was also selected to present at the Alliance for Innovation's 2014 Transforming Local Government conference. As a partnership with ICMA, the Alliance for Innovation is the leading organization for recognizing and promoting innovation in local governments.



OMB received a Performance Measurement Certificate of Excellence Award.



The department was honored with the Distinguished Budget Award from Government Finance Officers Association.



OMB was recognized for superior performance management efforts with a Certificate of Excellence from the International City/County Management Association.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



The San Antonio [Municipal Court](#) is a Court of Record and operates as the judicial branch of the [City of San Antonio](#). It is committed to administering justice in a fair, efficient, and timely manner.

Beginning in September 2014, the City of San Antonio became the centralized court system for all Juvenile Truancy cases for Bexar County. This collaborative program was developed in FY13 between Bexar County and the City to allow all of the Bexar County School Districts and charter schools to file and hear truancy cases at the San Antonio [Municipal Court](#). The program will focus on preventive measures to address the underlying issues leading to truancy by (1) utilizing pre-trial diversion contracts (requirements for the parent and student designed to prevent a truancy charge) and (2) parent engagement classes. Juvenile Case Managers will work in the schools countywide to provide intervention services to juveniles deemed at risk to prevent the misconduct resulting in criminal charges.

FY 2013 saw drastic increases in utilization of [Kiosk](#) and [Online payments](#). [Court Kiosks](#) are located throughout the City and allow traffic offenders to contact the court and speak to a judge via a live video to resolve their offenses. Request for Deferred Disposition and Driver Safety Course has been added to [Court Online Payments](#), which has increased convenience for the public to utilize court services.

As an addition to the Court's Collection Program, a professional services contract was negotiated with a private firm to collect on delinquent fines fees and court costs. The firm will provide collections services to recover and close capias pro fine traffic and misdemeanor cases. The firm will also provide collection services for delinquent civil cases, which includes outstanding parking and administrative offenses.



FY2013 saw drastic increases in utilization of KIOSK and Online payments.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)

We are driven by continuous improvement

Annual Report / **Innovation**



We are driven by continuous improvement.



Aviation



Center City Development



Communications & Public Affairs



Convention & Sports Facilities



Convention & Visitors Bureau



Culture & Creative Development



EastPoint & Real Estate



Economic Development



Planning & Community Development



Pre-K 4 SA



Sustainability



Transportation & Capital Improvements



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



The mission of the City of San Antonio's [Aviation Department](#) is to innovatively manage our airports to provide a positive customer experience while supporting economic development.

Phase one of the Terminal A Modernization Project was completed during June 2014. For the \$35 million phase one portion, the [City of San Antonio](#) included a complete rehabilitation of the terminal interiors to give the 378,000 square-foot building a look and feel similar to Terminal B, which was opened in late 2010. Highlights of the project included new wall finishes and infrastructure upgrades that included reconfiguration of the restrooms, updates to passenger holding areas, new ticket counters in the airport lobby, and new surface finishes and lighting, as well as refurbishment or replacement of five elevators and six escalators. To improve the Transportation Security Administration (TSA) security screening process, the passenger queuing area was enlarged. The next phase that is now underway is the sprucing up of the U.S. Customs area in the lower level of Terminal A. Surfaces are being refinished to lighten and brighten the space.

Along with the modernization of the [San Antonio International Airport](#) (SAIA) Terminal A, a new concession program was introduced under prime concessionaire HMSHost International, Inc. Construction and installation of the new stores was phased in over an 18-month period and completed early in 2014.

Acting as the prime concessionaire, HMSHost manages and operates a total of 17 restaurants and retail stores at the airport. Of the 17 shops and eateries, several names are new to the airport. A joint-venture partner with HMS Host and San Antonio chef and business owner, Johnny Hernandez, resulted in some new food establishments including Johnny's own concepts La Gloria, The Fruteria and Misson City Icehouse. Auntie Anne's Pretzels and Cinnabon, both operated by a San Antonio-based franchisor, are also among the new brands opened in Terminal A. Other new HMS Host outlets in Terminal A included La Tapenade, a Mediterranean café, and a national favorite, Steak n Shake.

As of September 2014, approximately 60 percent of the design work has been completed on a facility that will greatly improve the San Antonio visitor's experience when renting and returning a car at the [San Antonio International Airport](#). The facility will be a multi-level deck of seven floors with the first and second level replacing the 1,500 existing public parking spaces; levels three, five and seven will accommodate rental car agencies. Level four is designated to accommodate rental car counters and offices (now in Terminal A), public elevators, escalators, restrooms and support space.

Immediately adjacent will be a three-level stacked "Quick Turn-Around" facility that will allow for servicing of vehicles, including fuel, wash and light maintenance activities. The plans call for a connector tunnel and a sky bridge to provide access to and from the terminals and the parking and rental car facility. Finishes will be consistent with Airport Terminal Design Standards and material usage. The facility is estimated at roughly one million square feet.

As of 2014, a multi-year airfield program at the [SAIA](#) reached a milestone with the completion of the project to lengthen Runway 3/21 (now Runway 4/22) and adjacent taxiways. Other terminal area taxiway rehabilitation projects and airfield electrical and lighting upgrades were also completed. These projects are among those at the airport that are funded through Federal Aviation Administration (FAA) grants.



The SAIA received Airport Council International-North America's Industry Customer Service 1st Place Award for "Best Improvement by Region: North America."



A multi-year airfield program at SAIA reached a milestone with the completion of the project to lengthen Runway 3/21 (now Runway 4/22).



The SAIA captured two third-place ACI-NA Marketing and Communications Awards.

The [SAIA](#) transitioned into a new Parking Revenue Control System which automates and speeds up the customer's ability to process their parking transactions. With the new system, parking patrons may choose between pulling a paper ticket or using their credit card to enter the facility. Customers can exit the parking facility quickly using the same credit card at any unattended toll booth. A signature will not be necessary. The option of using a paper ticket will require a toll booth attendant to complete the exit transaction.

The year 2013 ended with the December start of new Mexico non-stop flights to Guadalajara and the entrance of a new Mexican air carrier. Volaris launched its first non-stop service in the state of Texas via San Antonio and Guadalajara, Mexico. Mexico-based Interjet also initiated its fourth non-stop route at San Antonio International Airport when it started Guadalajara service. San Antonio now has non-stop service into Mexico's top business and economic centers. As an added customer service, San Antonio International became a Global Entry Enrollment Center for the U.S. Customs & Border Protection Trusted Traveler Program, which provides expedited clearance for pre-approved, low-risk travelers arriving in the U.S. on international flights.

International Aviation Collaboration Alliance between [SAIA](#) and the Toluca International Airport took place on Nov. 21, 2013. The signing of this collaboration document between these two airports symbolizes the establishment of an air bridge of goodwill in boosting commercial and general aviation traffic for passengers traveling for tourism, trade, business, investment and cultural reasons. Both airports commit to sharing best practices, programs and promotion of continued development of non-stop service between the destinations.

[SAIA](#) received Airport Council International-North America's (ACI-NA) Industry Customer Service 1st Place Award in the "Best Improvement by Region: North America" category of the 2013 Airport Service Quality Awards. The award is based upon customer feedback and is considered the industry standard for measuring passenger satisfaction with airports.

The [SAIA](#) captured two third-place ACI-NA Marketing and Communications Awards for its "Pups & Planes" program and San Antonio Wings Academy. The "Pups & Planes" program is an extension of the all-volunteer [Ambassador Program](#). It consists of volunteer handlers and their dogs roaming the terminals and visiting with passengers. The pups entertain children and calm the anxious traveler. SAT partners with Therapy Dogs, Inc and Delta Pet Partners who trains the canine volunteers.

The Wings Academy is a biennial airport day camp for high school students. Last year, both the spring and summer camps hosted children from Roy Maas Youth Alternatives Meadowland campus in week-long semesters with classes and demonstrations about various aviation industry career opportunities. Each Wings Academy session provides approximately 15 students with a behind-the-scenes, close-up and hands-on vantage.

The Texas Department of Transportation, in partnership with the [City of San Antonio](#), initiated and completed design work for the construction of a new [Stinson Traffic Control Tower](#) during fiscal year 2014.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



The City's [Center City Development and Operations Department](#) (CCDO) initiates and facilitates livability, commerce, infrastructure and prosperity for a vibrant Center City.

CCDO began \$2.9 million of capital improvements along the River Walk, marking the start of Phase IV of improvements for the River Walk Capital Improvements Master Plan. Phase V construction began in September 2014 which includes \$2.25 million of improvements. The work includes ADA and aesthetic improvements along the River Walk, plus a new elevator by the International Center that will make the inner loop ADA accessible.

The City's [Downtown Tuesday](#) program featuring free parking every Tuesday evening after 5 p.m. at downtown city-operated parking garages, lots and meters continued to be a popular one for the City's locals and visitors alike. The second year of the program saw a 13 percent increase in car counts over the previous year. More than 74,500 cars parked for free through the second year of the program. The program earned more than \$95,000 in media coverage through print, radio and television outlets. In addition to offering free parking, the City partnered with more than 70 businesses to offer special discounts and promotions on Tuesday evenings.

The City parked approximately 1.6 million customers last year in [city-operated lots and garages](#).

"[Movies by Moonlight](#)" featured weekly movies and pre-movie entertainment in June and July in [Travis Park](#). The event was self-sufficient with sponsorships from RiverCenter Mall and Time Warner Cable. The grass-roots event increased attendance by 65 percent in 2014. The event's "go green" initiative produced up to seven containers of recyclable materials for each movie night.

The San Antonio [Downtown Food Truck Program](#) offers breakfast, lunch and evening serving times at Main Plaza, Soledad Street, Travis Park, Milam Park, Madison Park, and throughout downtown from Monday through Friday. The program has expanded from six trucks in 2013 to 20 trucks this year, offering a variety of culinary treats including succulent sandwiches, fresh salads, classic burgers, seafood specialties, gourmet desserts and more.

The CCDO maintained the River waterway by removing 84 tons of debris along the 2.5 miles of the River utilizing the Lady Eco work barge. In addition, CCDO coordinated 684 rentals in the downtown area to include Alamo Plaza, HemisFair Park, Travis Park, Milam Park, and the River Walk. Rentals increased by 56 percent from the previous year with an additional wedding location on the southern portion of the River Walk, and additional efforts within the parks.

The River Walk Capital Improvements Project received a 2014 Downtown Best Award for the Best Development / Construction Project.

CCDO executed seven [Center City Housing Incentive Policy](#) (CCHIP) agreements that provide for 1,187 new housing units that are planned or under construction within the inner city. These projects represent more than \$190 million in private investment. Total incentives of \$15,476,590 include: \$3,067,323 in fee waivers; \$9,400,507 in real property tax rebates; \$2,952,000 in low-interest loans; and \$56,760 in forgivable loans. In addition to the CCHIP, the CCDO also administers the Inner [City Reinvestment Infill Policy](#) (ICRIP). It processed 393 ICRIP applications that provided more than \$2 million in City fee waivers to inner City projects.



The River Walk Capital Improvements Project received a 2014 Downtown Best Award for the Best Development / Construction Project.



CCDO began \$2.9 million of capital improvements along the River Walk.



Travis Park celebrated a Grand Reopening after park renovations.

In December 2013, [City Council](#) approved a Development Agreement with HEB, a grocery store chain, for expansion of its corporate headquarters that includes construction of a 10,000 square foot grocery store and the closure of Main Avenue. As part of the agreement, HEB agreed to provide public improvements valued at \$3.8 million. Construction is anticipated to be completed in summer 2015.

[City Council](#) approved the Arsenal and City Streets Pilot Residential Permit Parking Program (RPP) in April 2014. The program was created in response to the neighborhood's concerns regarding commuter parking that was raised as part of the expansion of the HEB campus and development of a grocery store. The 12-month pilot program is for portions of Arsenal Street and City Street. To date, the Parking Division has issued 75 parking permits.

In line with the Downtown Framework Plan's recommendation to strategically dispose of City- owned property, the [CCDO](#) initiated two [Public Private Partnerships](#) (P3): Dwyer Building and the Red Berry Mansion. The P3s will facilitate the redevelopment of the center city and represent a combined private investment of \$200 million for the sites.

The [CCDO](#) oversees the Brownfields Program that has funded \$57,887.23 for assessments and environmental surveys for eight properties. Thanks to the program, the City obtained \$30,000 in state funding for one project and to date has assisted more than 180 property owners with environmental issues. The program has leveraged \$54.2 million in investments and facilitated the construction of 453 new housing units.

[Travis Park](#) celebrated a Grand Reopening after park renovations that included electrical upgrades, B-Cycle station, new furnishings and amenities, as well as infrastructure, maintenance and landscaping improvements. Daily programming such as food trucks, fitness programs, and special events are just a few of the types of programs in the park. The [CCDO](#) has raised more than \$165,000 through grants and fundraising efforts for [Travis Park](#) improvements.

The [Vacant Building Registration Pilot Program](#) was approved by [City Council](#) on June 19 and will go into effect on Jan. 1, 2015. The program applies to the Central Business District, historic neighborhoods, landmarks and 1/2 mile buffer of all entrances to military installations. This pilot program establishes maintenance requirements for property owners which will spur revitalization in the surrounding neighborhoods.

In keeping with the [SA2020](#) community vision for the future of San Antonio, the [CCDO](#) developed several place-making initiatives for the downtown area. [SA2020](#) contains a list of goals created by San Antonio residents in 2010 as a collective vision for San Antonio in the year 2020. Some of the initiatives developed include Twilight on the Plaza, a bi-annual event activating public green space, such as Plaza de Valero and Travis Park. The [CCDO](#) also created [OPEN](#), an annual pop up retail program that activates vacant store fronts along Houston Street to promote downtown as a retail destination and demonstrate the potential for resident-oriented retail in the Center City.

[City Council](#) approved the CCDO's Home Ownership Program for Employees (HOPE) in June 2012. To date, 20 Chapter 380 loan agreements have been executed that provided down payment assistance within the center city to [City of San Antonio](#) employees, who are first-time homebuyers.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



Communications and Public Affairs is the lead communications and media relations department for the City of San Antonio and oversees the City's **Public, Education and Government (PEG) Access channels**; the **311 Call Center**; the City's **Volunteer Program**; and the **Open Records** process for the City organization; and manages content on the City's website, www.sanantonio.gov. The department develops information and public awareness campaigns, publishes the City's Employee and Community newsletters, as well as the City's **Annual Report**, and oversees all programming and production services for the **PEG channels**. The department also coordinates the City's biennial Employee and Community survey process, and designs the City's **monthly calendar**.

Communications and Public Affairs utilizes radio, television, print, internet and social media to inform residents of important service delivery changes, upcoming events, and recent accomplishments of the City organization. **News releases**, news conferences and public awareness campaigns are used daily to accomplish to provide timely information to the community. The department also responds to inquiries from local, national and international media regarding **City services**, issues and City officials. The department disseminated 967 **news releases** to the media in FY 2014.

As part of the City's mission to be transparent, the department processed 14,273 **open records requests** (ORRs). The **ORR** process is in accordance with the **Texas Public Information Act**, which gives the public the right to request access to government information.

The **311 Call Center** connects citizens with specially-trained customer service representatives ready to assist with **City service requests**, such as pothole repairs, animal adoptions, downed street signs, trash collection and other City requests. The **311 Call Center** assisted with 811,588 service calls in FY 2014. The overall customer satisfaction level increased by 4 percent in FY 2014 to 81 percent, according to the 2014 community survey. This is the highest overall satisfaction rating of any 311 team in Texas. And in 2012, the City introduced a 311 mobile app, "San Antonio 311," to provide the community another way to reach the **311 Call Center**. The free app, available for Apple and Android mobile devices including smart phones and tablets, allows residents to request City services right from the palm of their hand.

In November 2014, the City was recognized with a 2nd place award in the Public Service Announcement (PSA) category for the **San Antonio 311 app** from the Texas Association of Telecommunications Officers and Advisers (TATOA). The **311 Call Center** also received recognition with the **Citizen-Engagement Community** award for 2013-2015 for excellence in multi-channel contact centers and best practices. The City's Communications and Public Affairs Department was designated a "Citizen-Engaged Community" by the Public Technologies Institute for excellence in multi-channel contact centers and best practices for the use of 311 services, web portal technology, telephone systems and mobile communications infrastructure. The City was among the top 13 citizen-engaged communities in the nation for 2013-2015.

The Department has developed a **311 Call Center Ambassador Program** which provides residents an opportunity to learn about City services facilitated through the **311 Call Center**. Through the program, residents will serve as key individuals assisting the City by sharing important service information throughout the community.



Citizen-Engaged Community Designation Award 2013-2015: Excellence in multi-channel contact centers and best practices.



Hello! San Antonio launches.



The Overall Customer Satisfaction rating for the 311 Call Center increased by 4% to an 81%.



In the area of transparency, the department processed 14,273 open records requests.



The department produced 1,324 television productions that aired on the City's Government and Public Access television channels.

The City of San Antonio [Volunteer Program](#) coordinates volunteer opportunities for residents to get involved in activities that enhance our community. In FY 2014, the City registered 9,272 volunteers for the [Volunteer Program](#) and provided support for 57 events district-wide including graffiti wipeouts, resident home clean ups, tree planting, beautification of pocket parks near St. Mary's Street, block walks, Fiesta Flambeau Parade, Fiesta Battle of Flowers Parade, and Rock n' Roll Marathon.

In addition, the [Communications and Public Affairs Department](#) facilitates the [Speakers Bureau](#), where City representatives are available to speak to your local organization/school regarding City services. This type of direct communication with our citizens allows us to better inform the community about the services provided by the City.

The City's government access channel [TVSA](#) provides residents with important City information. The programs help them better understand how our municipal government is working for them. The channel aired 95 new City-related television productions. [TVSA](#) is available on Time Warner Cable channel 21 or digital channel 99-21; Grande Cable Channel 20; AT&T U-verse channel 99; and online on the [TVSA website](#). [PATV](#) is the City's Public Access Channel that provides San Antonio residents with an opportunity to produce non-commercial, alternative programming for public broadcast. There were 191 registered producers, and 905 different programs aired in FY 2014 on [PATV](#). In addition, the team produced 343 shows.

[PATV](#) is the City's Public Access Channel that provides San Antonio residents with an opportunity to produce non-commercial, alternative programming for public broadcast. There were 191 registered producers, and 905 new programs aired in FY 2014 on [PATV](#). In addition, the department produced 343 in-studio shows.

[The Education Channel](#) (inTV) serves cable subscribers with educational programming in the San Antonio area primarily through its association with the Higher Education Council of San Antonio and K-12 schools.

[Hello! San Antonio](#) officially launched in 2014. Public Information Officers from the [Communications and Public Affairs Department](#) host the daily news update, which is produced by the audio/visual team, to provide the public a daily run-down of need-to-know information for the City of San Antonio. The video digest is posted on the front page of [sanantonio.gov](#), on the City's social media sites and airs daily on [TVSA](#).

Furthermore, the department also supports two City commissions: the [Martin Luther King, Jr. Commission](#) and the [Cesar E. Chavez Legacy and Educational Fund](#).

The San Antonio [Martin Luther King, Jr. Commission](#) was established on April 3, 1986, by official act of the City Council. The MLK Commission is a volunteer organization that each year, since 1987, coordinates the City's official commemoration of the life and legacy of Dr. King. The march, with an average annual attendance of more than 150,000 participants, is one of the largest commemorations in the nation honoring Dr. King.

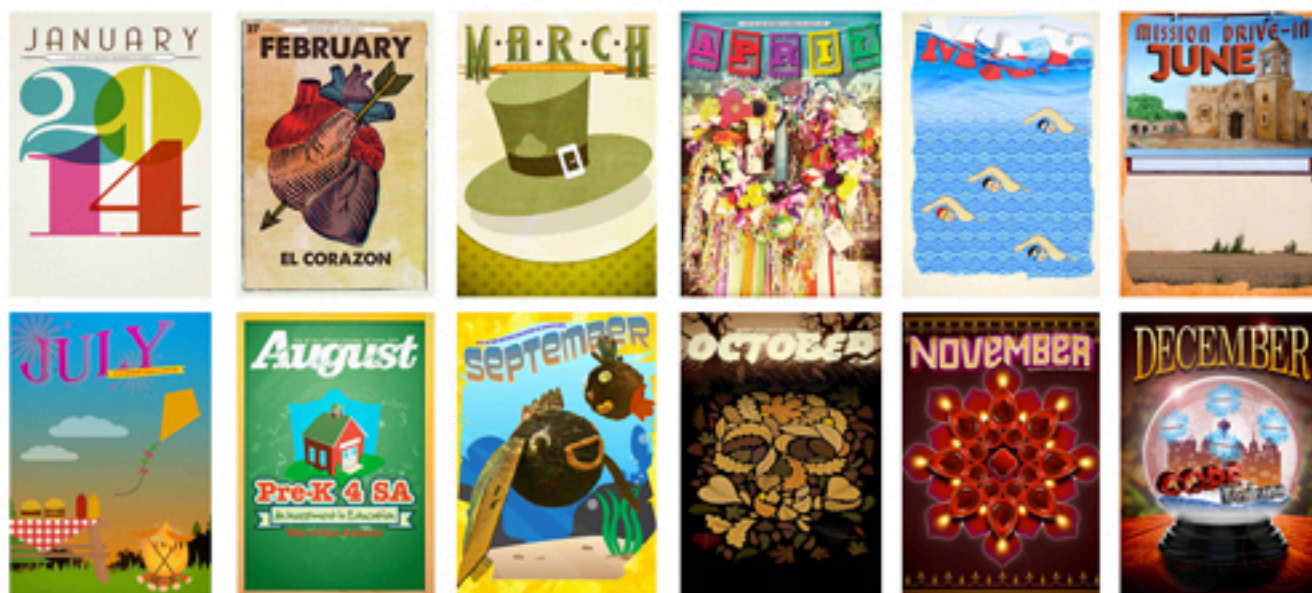
The [Cesar E. Chavez Legacy and Educational Fund](#) is proud to help keep the legacy and dream of Cesar Chavez alive for future generations. The month of March is a special time to remember civil rights leader Cesar E. Chavez and his historic 350-mile pilgrimage from Delano to Sacramento, which drew national attention to the plight of farm workers in America.

The [Communications and Public Affairs Department](#) also assists with [videotaping](#), [photographing](#) and [archiving](#) special events throughout the year. The following events in 2014 can be viewed on our [photo essays](#) webpage. These events in 2014 included the [City Manager's Step Up to Wellness 5K Run/Walk](#), [Fiesta San Antonio](#), [Senior Day in the Park](#), [Parks and Recreation Dance Recital](#), [San Antonio Spurs](#), [Sister Cities: Letter of Intent](#) Mie and the [City of San Antonio](#), [Festival People en Español](#), [Travis Park Culinary Festival](#), [Síclovia 2014](#), [Tobin Center Grand Opening](#), [Diwali Festival of Lights](#), [Dia de los Muertos](#), and [Luminaria](#).

City Photographer Fred Gonzalez and videographer Noel Gonzales created the following videos and [photo essays](#).



Jay Reyna, our City's graphic artist, designs our [City calendar artwork](#) every month. Here are the images for 2014.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)

Copyright 2014 by City of San Antonio

[ADA Compliance](#) | [Telecommuting](#) | [Site Map](#) | [Open Records](#) | [Privacy Policy and Disclaimer](#)



Excellence in all we do!

San Antonio offers residents and visitors a unique blend of culture and history in the setting of a modern-day city on the rise, focused on key 21st century industries moving this community forward. From arts and cultural events, such as the Diwali San Antonio Festival of Lights and the Western Heritage Cattle Drive, to signature events celebrating our history and the legacies of those we honor such as the Martin Luther King, Jr. March and Fiesta San Antonio, communities are known for coming together in San Antonio to commemorate the past, while reaching toward the future. As San Antonio continues to move forward, education, economic development, fitness and technology remain as only a few of the many priorities that lead the City of San Antonio to creating and supporting many events and programs throughout the year. This, along with the City of San Antonio's commitment to providing excellence in the services it provides, makes San Antonio one of the nation's top cities to live, work and recreate.



2014 Martin Luther King, Jr. March

The City of San Antonio commemorates the life and legacy of Dr. Martin Luther King, Jr. with an annual series of events that culminates with one of the nation's largest Martin Luther King, Jr. marches. In 2014, the local City-sponsored march celebrated its 27th anniversary. Held on Jan. 20, 2014, the event focused on the theme, "Realize the Dream: Jobs, Freedom and Justice." A testament to Dr. King's lasting impact on all Americans, this local March attracted more than 150,000 participants and ended with a Commemorative Program featuring renowned guest speakers, entertainers and more.



City Manager's Step Up to Wellness 5K Run/Walk

On March 1, 2014, the City of San Antonio welcomed more 2,200 participants to the 7th Annual City Manager's Step Up to Wellness 5K Run/Walk, hosted by San Antonio City Manager Sheryl Sculley. The event, held at SeaWorld San Antonio, began seven years ago as a way for City of San Antonio employees and their families to participate in a fitness event together. Since then, the event has grown to include the San Antonio community, as fitness and increased physical activity remain a priority for the City.



Cesar Chavez March

To honor the anniversary of Cesar E. Chavez's historic 350-mile pilgrimage from Delano to Sacramento, and to energize people with the power of civic engagement, several events are held in San Antonio, including the annual Cesar E. Chavez March for Justice. This video features the march that took place on March 29, 2014.



Fiesta San Antonio

Fiesta San Antonio is an annual citywide tradition, more than 100 years old, commemorating the history and culture of San Antonio. As one of the city's signature events, Fiesta San Antonio features 100 events that boast music, food, sports, pageantry, military and patriotic observances, exhibits, and parades. In 2014, the City of San Antonio continued to encourage Fiesta-goers to think "green" by recycling, making healthier choices, and by enjoying parades designated as smoke-free areas during the celebration that took place in April.



Senior Day in the Park

In celebration of Older Americans Month, senior citizens enrolled in one of the City's 63 senior centers came together for Seniors' Day in the Park May 16 at Camargo Park. More than 1,300 seniors participated in wellness activities and a resource fair promoting a healthy and active lifestyle.



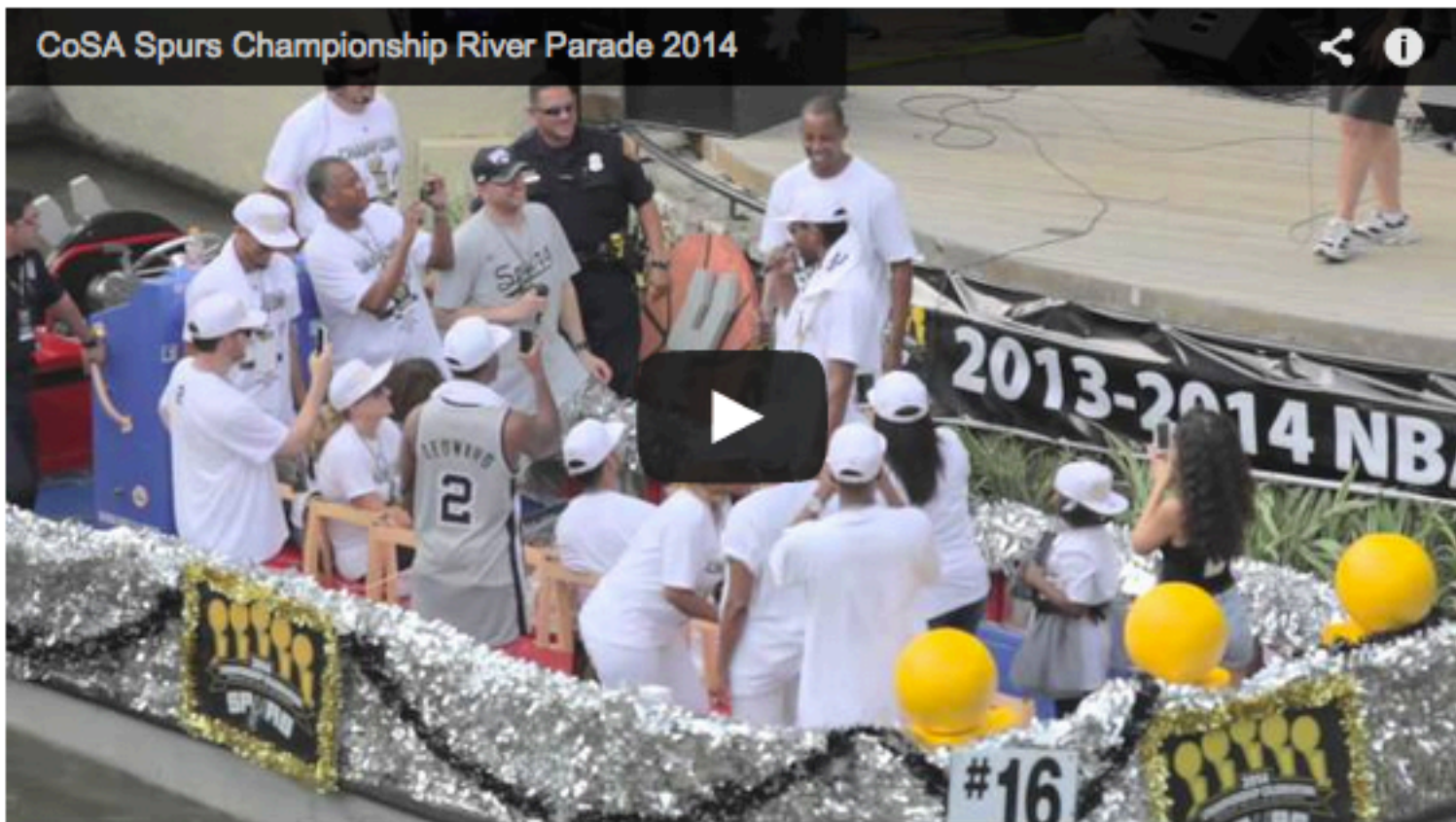
Parks and Recreation Dance Recital

The Parks and Recreation Department's annual contemporary dance recital was presented May 3 at the Jo Long Theatre.



San Antonio Spurs

The San Antonio Spurs brought home a fifth NBA Championship in 2014, and fans from all over converged in downtown San Antonio to celebrate and honor the "Silver and Black." Thousands of fans gathered along the San Antonio River during the Spurs NBA Championship Celebration river parade, while thousands more filled the Alamodome for the ceremony – both held on June 18, 2014.



Sister Cities: Letter of Intent Mie and the City of San Antonio

Mie letter of intent: The City of San Antonio welcomed Governor Eikei Suzuki of Mie Prefecture in Japan and a state-level delegation to San Antonio on Aug. 27 to establish mutually beneficial economic relations between the two cities in the areas of aerospace, life sciences, automotive, information technology and sports. The delegation's goal during the visit was to sign a letter of intent between the governments of Mie and the City of San Antonio to promote ongoing collaboration.



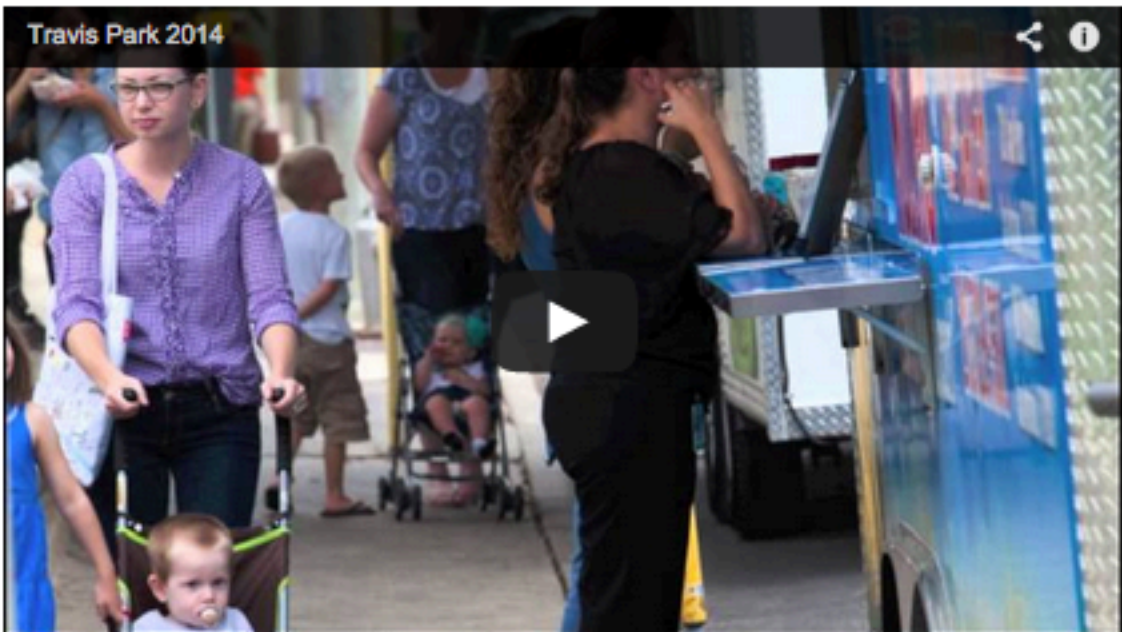
Festival People en Español

On Saturday, Aug. 30 and Sunday, Aug. 31, 2014, San Antonio hosted the third annual Festival People en Español and welcomed internationally-acclaimed Latino entertainers, sports figures, television personalities and more. Through a series of daytime and evening events throughout the Labor Day holiday weekend, the festival offered attendees a unique blend of informative workshops, stage presentations, fan meet-and-greets, keynote lectures and more. The City of San Antonio was a proud partner in the 2014 event, which focused on the theme, "Inspiring the Next Generation."



Travis Park Culinaria Festival

San Antonio's finest food trucks descended on Travis Park Aug. 19 for Culinaria's Restaurant Week On The Move.



Siclovia 2014

Siclovia is a free event that turns major city streets into safe places for people to exercise and play. The streets become temporarily car-free for about five hours on several Sundays throughout the year for families to run, ride bikes, take exercise classes, and enjoy their city streets. The one featured in this video was held on Sept. 28, 2014.



Tobin Center Grand Opening

San Antonio's performing arts center, Tobin Center, opened its doors on Sept. 4 to a well-attended ribbon-cutting ceremony and performances by its residents, including the San Antonio Symphony, Opera San Antonio and Ballet San Antonio.



Diwali Festival of Lights

Diwali San Antonio Festival of Lights, San Antonio's annual celebration of Indian culture and traditions, hosted its sixth anniversary on Nov. 1. For the first time, the festival was held at Alamo Plaza. Diwali San Antonio Festival of Lights is co-hosted by the City of San Antonio and Anuja SA and features traditional Indian dance, entertainment, food and crafts.



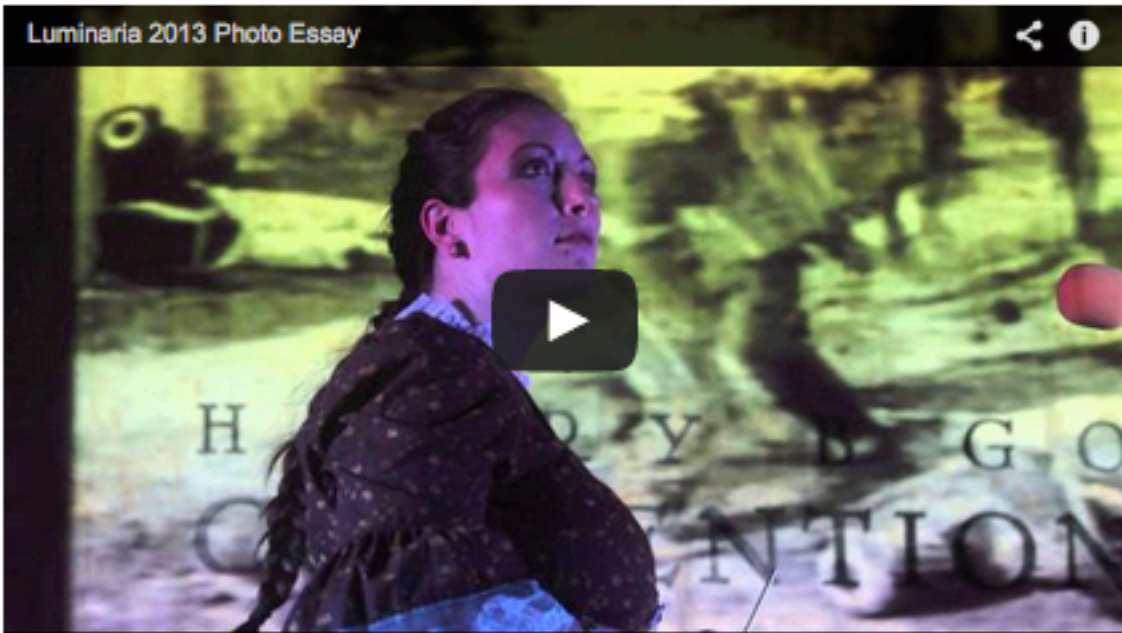
Día de los Muertos

Dia de los Muertos took place Nov. 1-2, 2014 at La Villita in downtown San Antonio. This annual celebration brings together traditional art and culture with the best in live music entertainment to create a two-day destination event for the City of San Antonio to observe the Day of the Dead.



Luminaria

Now in its seventh successful year, Luminaria, the city’s much-anticipated, annual celebration of art and artists, offers visitors and residents a unique opportunity to experience the creativity San Antonio has to offer. Luminaria features renowned local artists, as well as those from around the world, on stages, galleries and in locations throughout downtown San Antonio. In 2014, Luminaria was held in November and grew from a one-day celebration to a multi-day event.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



The [Convention and Sports Facilities Department](#) proudly delivers excellent event experiences in premier facilities, including the [Henry B. Gonzalez Convention Center](#), [Alamodome](#) and the [Carver Community Cultural Center](#).

The [Alamodome](#) hosted more than 1 million visitors and had 138 event days, realizing \$1.5 million more in revenues than budgeted.

The [Alamodome](#) completed \$1.2 million in improvement and maintenance projects, including upgrades to the North and South Plaza floors, installing glass door entrances to the Club level, refurbishment of field-level restrooms, as well as upgrades and installation of additional security cameras inside the [Alamodome](#).

A new incident tracking system via text messaging was installed and implemented at the [Alamodome](#) to enable immediate feedback from patrons on situations that need staff attention. Enhanced partnerships with VIA, Texas Department of Transportation (TxDoT) TransGuide and the [San Antonio Police Department](#) (SAPD) improved parking, ingress and egress for large events. To date, Park & Ride ridership to [Alamodome](#) events is up by 60 percent from previous years.

The [Alamodome](#) played host to significant events such as the U.S. Women's soccer team vs. Australia, Mexico vs. Korea international soccer, Big League Weekend, One Direction concert and the Spurs Championship Celebration with a record breaking attendance of 76,483.

The [Henry B. Gonzalez Convention Center](#) hosted more than 770,000 visitors with 327 events and exceeded annual budgeted revenue by more than \$2 million with record revenues of \$13.7 million.

Construction on the facility began in December for a \$325 million expansion and transformation. The project is on time, on budget and has had no significant interference with ongoing Convention Center business.

The convention center hosted Alamo City ComicCon, Anheuser-Busch, American Association of Airport Executives, Harley-Davidson, Gulf States Toyota, Association of Fundraising Professionals, American Honda Motor Company, Premier Healthcare, Association of Certified Fraud Examiners, Farmers Insurance, Wizard World and Texas Nursery & Landscape Association.



Alamodome hosted more than 1 million visitors during 138 event days, producing \$1.5 million more revenues than budgeted.



Henry B. Gonzalez Convention Center exceeded annual budgeted revenue by more than \$2 million with record revenues of \$13.7 million.



48,929 visitors attended 527 events at the Carver Community Cultural Center.



Lila Cockrell Theatre held 88 general assembly and performing arts events.

More than 48,929 visitors attended 527 events held at the [Carver Community Cultural Center](#), including 91 community education events.

The [Lila Cockrell Theatre](#) held 88 general assembly and performing arts events, including the Tejano Music Awards, Mariachi Vargas, Shen Yun Performing Arts, Disney Live, Sesame Street, Ballet San Antonio, Dave Ramsey, Nutcracker Ballet and several Arts San Antonio productions.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)

Copyright 2014 by City of San Antonio

[ADA Compliance](#) | [Telecommuting](#) | [Site Map](#) | [Open Records](#) | [Privacy Policy and Disclaimer](#)



The **Convention and Visitors Bureau (CVB)** promotes, markets and assists in developing San Antonio as a premier leisure visitor, convention and meeting destination for the purpose of positively affecting the City's economy and enhancing residents' quality of life.

The **CVB** enjoyed a banner year, booking high-volume, high-impact meetings that generated a positive economic impact for San Antonio, representing more than 859,000 definite group room nights. Key groups booked in the last 12 months include: PAX South (12,000 attendees, 31,000 room nights), American Association of Nurse Practitioners (5,700 attendees, 19,100 room nights), Future Business Leaders of America (10,000 attendees, 26,200 room nights) and the American Water Works Association (12,000 attendees and 14,300 room nights). The **CVB** also serviced more than 645 accounts, representing more than 750,000 visitors.

The CVB's Marketing and Communications Department generated more than \$31.8 million in positive media value for San Antonio as a premier leisure and meetings destination. The department also achieved 5.6 million online engagements – leveraging San Antonio's online presence via social media, video and [VisitSanAntonio.com](#).

"**Unforgettable**," a newly launched consumer campaign, included the development of print and online creative to showcase and celebrate the multitude of attributes that represent the depth and diversity of San Antonio. The creative encourages deeper exploration with a custom microsite for each advertisement. All of the advertisements lead to a unique URL, [www.unforgettableSA.com](#), a site that is also accessible from [VisitSanAntonio.com](#) and available in both English and Spanish. The online experience has an interactive, game-like approach that allows individuals to explore by hovering over "hotspots" that reveal interactive drop-down text and videos about San Antonio's landmarks, hidden gems and intriguing stories.

"**Synchronicities**," a three-city partnership between the CVB, Anaheim/Orange County Convention and Visitors Bureau and the Baltimore Convention and Visitors Bureau was developed and launched this year. Synchronicities unites three premier destinations and provides meeting professionals with seamless year-to-year knowledge transfer, consistent customer service and customized attendee engagement through [www.synchronicities.us](#).



Generated more than \$31.8 million in positive media value for San Antonio.



Recruited an additional 1,000 Certified Tourism Ambassadors.



Launched "Unforgettable" campaign to showcase diversity of San Antonio.



Generated a positive economic impact for San Antonio, representing more than 859,000 definite group room nights.

The [CVB](#) unveiled the new [Meetings.VisitSanAntonio.com](#), featuring the Henry B. Gonzalez Convention Center's transformation. Designed specifically to meet the needs of meeting professionals, the improved website features an enhanced user experience with improved navigation and new tools for planning a successful meeting in San Antonio.

The [CVB](#) achieved recruiting and certifying an additional 1,000 [Certified Tourism Ambassadors](#) (CTAs) this year. San Antonio has the highest number of current, active CTAs in the nation. The San Antonio [Certified Tourism Ambassador Program](#) teaches individuals how to turn every visitor encounter into a positive experience.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)

Copyright 2014 by City of San Antonio

[ADA Compliance](#) | [Telecommuting](#) | [Site Map](#) | [Open Records](#) | [Privacy Policy and Disclaimer](#)



Culture & Creative Development

The [Department for Culture & Creative Development](#) (DCCD) advocates for the growth of the local creative industry by increasing awareness of the impact and value of arts and culture to the city. Its mission is to foster San Antonio's creative community by supporting local arts organizations and individual artists. Helping to make San Antonio an exciting place to live and visit, [DCCD](#) develops and markets a wide range of programs and events.

[DCCD](#) is funded by the hotel occupancy tax and supported in part by the Texas Commission on the Arts and the National Endowment for the Arts. The department's policies and procedures are advised by the Cultural Arts Board (CAB), whose members are appointed by [City Council](#) and the [Mayor](#).

The department comprises four divisions: [Arts Funding](#) and [SA2020](#), [Public Art San Antonio](#), [Strategic Initiatives & Cultural Facilities](#), and the [San Antonio Film Commission](#). [DCCD](#) oversees four historic facilities – [La Villita Historic Arts Village](#), [Historic Market Square](#), [Spanish Governor's Palace](#), and [Mission Marquee Plaza](#) (formerly Mission Drive-In) – where arts and culture events are staged throughout the year.

The [Department for Culture & Creative Development](#) awarded \$4.7 million in FY 2014 [Arts Funding](#) contracts that supported 49 local arts/culture agencies representing an investment in 761 of events benefitting thousands of San Antonio citizens and visitors.

The Fiscal Year 2015 Arts Funding Guidelines were revamped based on community input ultimately expanding funding opportunities for local organizations and artists from two categories to five. Guidelines were approved by City Council in spring 2014. Also with the [Fiscal Year 2015 funding application](#) process, which began in 2014, the entire application process became an online system with no hard copy submissions. The online application was built by the City's [Information Technology Services Department](#).

Another technological achievement for the department was a new website, launched in 2014.

[GetCreativeSanAntonio.com](#) became the new official website of the [DCCD](#) and guide to arts and culture in San Antonio with a full [event calendar](#), [public art map](#), and resources for each cultural facility. Since its launch, traffic to [GetCreativeSanAntonio.com](#) has more than doubled from the amount of traffic on [sahearts.com](#) ([DCCD](#)'s previous official site).

A total of five public art projects were completed in FY 2014. A total of 18 artists were selected and approved for 11 different public art projects planned across the city, including [Hemisfair](#) and [Henry B. Gonzalez Convention Center](#).

Some of the more notable projects include:

- "Urban Porch" Westside public art bus shelters at the intersection of Guadalupe and Brazos Streets, completed by local design team Andrea Caillouet, Lisa Reese, and Jack Harrison
- Interior art installations at Café Commerce completed by local artist Ethel Shipton
- "Prairie Grass" completed by artist Beth Galston at Northwest Service Center

The department was also recognized nationally for its public art efforts. The National Endowment for the Arts awarded [DCCD](#) an Our Town Grant for the public art program, "[X Marks the Art](#)," an initiative to activate vacant downtown storefronts with art and temporary installations.



The Arts Funding Guidelines were revamped based on community input, including converting the application process to an online system.



[GetCreativeSanAntonio.com](#) became the new official website and guide to arts and culture in San Antonio with an event calendar, public art map, and resources for each cultural facility.



Five public art projects were completed, and a total of 18 artists were selected for 11 public art projects planned across the city, including Hemisfair and Henry B. Gonzalez Convention Center.

As the [SA2020](#) Arts & Culture lead partner, [DCCD](#) continued to incorporate [SA2020](#) goals into its plans. San Antonio's second Poet Laureate Laurie Ann Guerrero was appointed for the 2014-2016 term.

The [Department for Culture & Creative Development](#) implemented the arts education project Traveling Trunks with the San Antonio Museum of Art and [Pre-K 4 SA](#). Traveling Trunks, available to schools free of charge, are intended for children ages 3-6 to develop literacy and numeracy skills by incorporating art into lesson plans.

In Fiscal Year 2014, DCCD's cultural facilities ([La Villita Historic Arts Village](#), [Historic Market Square](#), [Spanish Governor's Palace](#)) continued to offer year-round event programming with improved, consistent marketing strategies. Two of the year's popular events were Dia de los Muertos ([La Villita](#) and [Market Square](#)) and the San Antonio Coffee Festival ([La Villita](#)). [Mission Marquee Plaza](#) (formerly Mission Drive-in) officially opened with a summer schedule that began with Paletas y Poesia (Popsicles and Poetry) featuring [Poet Laureate Laurie Ann Guerrero](#). A summer film series was also held at Mission that drew an average of 2,000 citizens to each screening.

Two Requests for Proposals (RFP) were released to attract tenants to [La Villita Historic Arts Village](#) – one RFP for shops/galleries, another for restaurants. The RFPs are part of an overall re-visioning for [La Villita](#) to be a part of the Decade of Downtown and reclaim its role as a downtown destination.

The department's [SA Film Commission](#) also achieved notable success during FY 2014. San Antonio hosted NBC/Esquire Network Television series "Friday Night Tykes," generating more than \$1 million in local spending. The [SA Film Commission](#) awarded the second Local Filmmakers Grant to Mauro "Buddy" Calvo for his feature film "Stage V." Locally-produced films "Sanitarium" and "My Dog the Champion" (2012 Local Filmmakers Grant winner) were release worldwide.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)

Copyright 2014 by City of San Antonio

[ADA Compliance](#) | [Telecommuting](#) | [Site Map](#) | [Open Records](#) | [Privacy Policy and Disclaimer](#)



The [Office of EastPoint & Real Estate Services](#) is responsible for coordinating implementation of the [Promise Zone](#) designation area and the \$55 million Choice Neighborhood Initiatives (CNI) managed by the San Antonio Housing Authority, Eastside Promise Neighborhood (EPN) initiative managed by the [United Way of San Antonio](#) and Bexar County, and the [Promise Zone](#) initiative. The office is also responsible for managing most of the City real estate functions to include property acquisition, disposition, leasing and asset management, and the \$225 million [Edwards Aquifer Protection Program](#). The department also oversees the City of San Antonio's participation in the City's annual [Martin Luther King, Jr. March](#) and Commemoration.

The [Promise Zone](#) is focused on six key priority areas: job creation and training, increasing economic activity, improving education, leveraging private investment, reducing serious and violent crime, reducing poverty and increasing affordable housing.

[EastPoint](#) staff successfully worked with the more than 15 partners in the footprint to ensure successful implementation, leadership and coordination of the EastPoint/Promise Zone revitalization efforts.

To do so, the department created a one-stop-shop by co-locating all Choice, Promise, Urban Strategies, and Goodwill Industries workforce staff at the City-owned Ella Austin Community Center to ensure coordination and customer service. The department also developed a step-by-step process to certify [Promise Zone](#) federal grant applications. To date, the [EastPoint Office](#) has certified 19 federal grant applications submitted by area partners for a total of \$34 million. To date, 12 grants have been secured for more than \$28 million.

[EastPoint](#) also secured a funding commitments to have more than \$8 million allocated for FY 2014 and Fiscal Year 2015 toward the City of San Antonio's five-year commitment of \$19.5 million to the Choice Transformation Plan for housing gap financing, public infrastructure and neighborhood street improvement. The department also secured a \$1.15 million commitment from San Antonio Water System for infrastructure improvements in the Wheatley Courts redevelopment project.

Through the efforts of the [Office of EastPoint & Real Estate](#), several improvements have been made in the community, especially in education, housing, streets and infrastructure, healthcare and more, including:

- Improving education through the [Promise Neighborhood initiative](#). The percentage of children "kinder ready" is up by more than 20 percent from 2011. Student enrollment and attendance are up while absenteeism is down. Graduation rate at Sam Houston High School is up from 46 percent in 2009 to 84 percent today. SAISD established an Early College High School at St. Philip's College where students can earn college credits while in High School. SAISD also launched STEM education at the Elementary Schools and is converting Wheatley Middle to a Community School. IDEA Carver Academy is expanding its campus to a K to 12 School on E. Commerce Street.
- Making parks and waterways centerpieces of neighborhood revitalization. Menger Creek, located just two blocks from Wheatley Courts, is being redeveloped into a \$10.5 linear park for the community. The project is funded by \$6.5 million in 2012 bond funds and \$4 million from Bexar County. The project is being designed with construction scheduled to begin in spring 2015 and complete in fall 2016.
- Improving public safety as violent crime in [EastPoint](#) is down by 10.7 percent and property crime down 3.1 percent. [Animal Care Services](#) fielded 2,080 calls resulting in 547 animals impounded and 100 citations issued. [Code Enforcement](#) officers responded to 695 cases. Since 2010, 137 vacant houses have been demolished.
- Attracting private investors. Five current major catalytic projects are being completed or are underway totaling more than \$60 million. The [Office of EastPoint & Real Estate](#) is also seeing an increased in investor speculation in the area.



Certified 19 federal grant applications submitted by area partners for a total of \$34 million, with 12 grants having been secured for more than \$28 million.



Instrumental in helping improve the overall housing stock through the San Antonio Housing Authority's (SAHA) Choice Initiative.



Improved economic development by helping with more than 40 façade improvement grants and securing a \$500,000 grant to develop an economic development strategy for the Promise Zone.

- Improved Health Care. University Health Systems secured a two-acre site at San Antonio Housing Authority's Park at Sutton Oaks to construct a \$4 million health clinic. The clinic is scheduled to open in 2016.

In FY 2014, the department was instrumental in helping improve the overall housing stock through the San Antonio Housing Authority's (SAHA) Choice Initiative. Phase I of the Choice Plan has already been completed with 208 new units at Sutton Oaks II. Phase II is the redevelopment of Wheatley Courts where all 201 families have been relocated, demolition has begun and construction of 417 new mixed-income units is scheduled to begin in early 2015. [SAHA](#) and the [City of San Antonio](#) have begun to implement an Infill and Rehab Housing Strategy in targeted blocks around Wheatley Courts to provide a diversity of housing choices and eliminate blight.

A total of \$14 million has been budgeted to be used for streets and public improvements. Planning is underway with all streets scheduled to be brought up to a "C" level with sidewalks, curb and gutter. The [2012-2017 Bond Program](#) has seven projects totaling \$26.5 million within or near the [EastPoint](#) footprint. All bond projects are currently under design or under construction.

The department's efforts led to improved economic development as it partnered with [San Antonio for Growth on the Eastside](#) (SAGE) to provide more than 40 façade improvement grants and secured a \$500,000 grant to develop an economic development strategy for the [Promise Zone](#). The [Office of EastPoint & Real Estate](#) also held the [Promise Zone](#) 101 workshops and secured three AmeriCorps VISTAs to do community engagement work in the [Promise Zone](#).

Through community engagement and collaboration the department continued to thrive for sustainability in FY 2014. Staff organized and/or hosted neighborhood coffee chats, clean-ups, community garden developments, EastPoint Pride, and building the capacity of non-profits and the faith-based community. The department also worked with [SA2020](#) and Living Cities to develop a strategy to attract private foundations to sustain revitalization of the East Side.

The [Office of EastPoint & Real Estate](#) also managed several projects related to real estate and property during FY 2014. Department staff processed 28 disposition projects to the [Planning Commission](#) and [City Council](#), yielding more than \$1.2 million in revenue. Projects included:

- Closure of S. Main St. for Bexar County
- Sale of Fire Stations #7 and #28
- Sale of ten acres in the Van De Walle Business Park to Bay Valley Foods
- Release of easements for the Univision/Greystar Development
- Closure of Gilmore Ave. for Port San Antonio
- Closure of Main St. on behalf of H.E. Butt Grocery Company
- Conveyance and street closures on behalf of the KIPP Academy and Idea Public Schools for expansion of their campuses.

The Leasing Division of EastPoint & Real Estate processed more than ten new leases to [City Council](#) for [City department](#) uses, valued at more than \$2 million in rent annually. Projects included:

- High Intensity Drug Traffic Area
- [Pre-K 4 SA West Education Center](#)
- [Pre-K 4 SA North Education Center](#)
- District 2 Senior Center

In partnership with the City Council-appointed Conservation Advisory Board, the [Office of EastPoint & Real Estate](#) continues to successfully manage the [Edwards Aquifer Protection Program](#). Approximately 85 percent of the City's drinking water comes from the [Edwards Aquifer](#). As such, the department's specific responsibilities are to protect or acquire properties over the sensitive recharge and contributing zones of the aquifer to prevent development and to monitor them and ensure compliance. For FY 2014, 16,843 acres were protected with an additional 720 acres approved by [City Council](#) for acquisition, surpassing the expected performance measure of 15,000 acres for the year. Since the program began in 2000, the City has protected 126,376 acres of land over the most sensitive areas of the [Edwards Aquifer](#) in Bexar, Medina and Uvalde counties for \$182 million.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



Economic Development

The mission of the City's [Economic Development Department](#) (EDD) is to foster economic growth, through collaboration and innovation, for the continued prosperity of our community.

In December 2013, Microsoft agreed to a \$250 million investment for a large data center expansion of its existing operation located in Westover Hills. Through this deal, there was a creation of 20 jobs that pay an average salary of \$80,000.

Oracle Corporation, the second largest software company in the world, committed to creating and retaining, 200 new full-time jobs paying a minimum wage of \$70,000 for at least 10 years

On June 30, 2014, [Café Commerce](#) held its grand opening. Located in the Central Library, the facility is open to individuals wanting to jump-start a business idea or seeking guidance on how to grow their business. To assist business growth and development, [Café Commerce](#) uses various programs from the Ewing Marion Kauffman Foundation. US SourceLink is a web-based clearinghouse of business resources designed to better market and deliver services to local businesses. The Ice House Entrepreneurship Program is a cutting-edge entrepreneurial education curriculum that emphasizes problem solving, critical thinking, opportunity identification, and fosters the development of the entrepreneurial mindset. The program 1 Million Cups provides local entrepreneurs an opportunity to present their startups to a diverse audience of mentors advisors, and entrepreneurs who offer feedback and assistance on how the entrepreneur can improve their business model.

The [EDD](#) staff continues to collaborate with [San Antonio Economic Development Foundation](#) (SAEDF) on the [Business Retention and Expansion](#) (BRE) program. In FY 2014, the [BRE program](#) visited 58 companies, addressing infrastructure and workforce related issues for 22 of them. The [BRE program](#) is of immense importance, which is showcased by the expansion of three key corporations within the area – Oracle, Microsoft and United Parcel Service (UPS) and CST Brands.

In September 2014, UPS agreed to an expansion of its District Two facility, investing a total of \$85 million. This will result in the creation of an automated hub facility consisting of a large-scale advanced logistics supercomputer with the capacity to process late-arriving shipments, while still maintaining on-time departures. At least 25 new full-time jobs will be created with the retention of 600 existing full-time jobs.

The [EDD](#) staff helped organize and lead several foreign trade missions throughout the fiscal year. During each of these visits, delegates met with representatives of companies interested in expanding in the U.S. and hosted seminars to showcase the city as an attractive option for corporate investment. Trips completed in FY 2014 include:

- November 2013 and September 2014 to Japan. The City led a delegation in conjunction with Bexar County to Japan in November 2013 to attend the official memorial services of the late Mrs. Naoko Shirane. Time in Japan allowed for a small group of community leaders attending the mission to also meet with a number of companies in both Tokyo and Nagoya Japan seeking trade and investment linkages with the U.S. Energy was a top of mind topic in each of the meetings, primarily stemming from the long reaching impact of the nuclear energy moratorium set in place that created an increase in energy input costs for all business. In September 2014, a follow up visit was coordinated with [Councilman Lopez](#) once again leading the delegation. Visits to Tokyo, Osaka, and the Mie Prefecture were coordinated. Partners included the Free Trade Alliance, [San Antonio Economic Development Foundation](#), [Brooks City Base](#), Southwest Research Institute and the Japan-Texas Office.



The City of San Antonio is one of nine candidate cities selected for the next wave of deployment of ultra high-speed broadband technology called Google Fiber.



Sister Cities International awarded the City of San Antonio with the 2014 Innovation Award.



The Small Business Office at the EDD received the San Antonio Hispanic Chamber of Commerce's Business Opportunity Diversity Award.

- In response to an invitation extended by Mexico's Secretary of Economic Development Salomón Chertorivski Woldenberg during his visit to San Antonio in early 2014, representatives from the [EDD](#) met with him to discuss collaborative initiatives to strengthen San Antonio-Mexico City commercial ties in August 2014. The work session included discussions on formalizing the economic partnerships between both cities. Specific strategic sectors that were of interest were renewable energy and shale gas as San Antonio companies are looking to learn about Mexican energy reform and the potential business development opportunities. The Department staff also met with a couple of Mexico City companies that Secretary Woldenberg cited during the meeting as having good joint venture potential, based on San Antonio's target industries.
- In September 2014, a delegation representing [EDD](#), the [SAEDF](#), and [Brooks City-Base](#) traveled to Guadalajara, Mexico, for the semi-annual World Congress on Information Technology Conference (WCIT). WCIT is a global IT conference that brings together 2,500 delegates from more than 60 countries. The purpose of attending WCIT is to increase trade and investment opportunities between Guadalajara and San Antonio in the IT and cybersecurity industries. The delegation had a trade booth to promote San Antonio's IT and cybersecurity industries, take part in B2B meetings with international IT companies and network with industry leaders.

Work was done during FY 2014 to close a deal with CST Brands (CST). CST is an independent, publicly traded company that was spun-off from Valero on May 1, 2013, thus establishing the Corner Store brand retail network. In early FY 2015, CST came to an agreement with the City, thus retaining 305 current headquarter employees and creating 100 new full-time headquarter and distribution jobs.

The [EDD](#) served as a facilitator and coordinator to develop and implement mid and long-range strategic initiatives focused on growing target industries and enhancing San Antonio's economic development system.

The Brookings Global Cities Initiative is a five-year program with the Brookings Institution to develop and implement a trade and investment strategy to support international business opportunities for local businesses.

The [Port San Antonio](#) Aerospace strategy's purpose is to develop a set of recommendations and strategies to help secure the long-term future of the aerospace industry at [Port San Antonio](#).

The [EDD](#) was a major financial supporter of the San Antonio Chamber of Commerce's commissioning of a study to identify and capitalize on San Antonio's competitive advantages in the cybersecurity industry. The study will focus on leveraging community assets and improving the overall cybersecurity climate in the community. The cybersecurity study will be released in early 2015.

The [City of San Antonio continues](#) its efforts to build the capacity of the local small business community through the [Business Empowerment Plan](#). Administered in partnership with [Alamo Colleges](#), the [Business Empowerment Plan](#) consists of the [Bonding Assistance](#) and [Mentor Protégé](#) programs. In September 2014, the program had its first cohort of graduates to complete the two-year plan.

New attraction to San Antonio by businesses came in the form of StemBioSys, Arvin Sango (ASI) and Oracle Corporation. Japanese company and Toyota supplier Arvin Sango (ASI) created 45 new full-time jobs with a \$16.6 million capital investment. Local bioscience startup company StemBioSys, Inc. received a financial investment by the [San Antonio Economic Development Corporation](#) (SAEDC) to help fund the establishment of a good manufacturing practice (GMP) facility in San Antonio that produces stem cell products for research, pharmaceutical and clinical use. The company was formed based on intellectual property created at the University of Texas Health Science Center San Antonio.

The [City of San Antonio](#) is one of nine candidate cities selected for the next wave of deployment of ultra high-speed broadband technology called Google Fiber. The [EDD](#) successfully coordinated with the [City Attorney's Office](#), [ITSD](#), [Public Works](#) and [CPS Energy](#) to enter into a series of agreements with Google, Inc. to ensure rapid deployment of the fiber-optic network. Google is expected to announce timelines for rollout in early 2015.

As part of an agreement with the City, Microsoft contributed \$1 million in cash for an R&D partnership with UTSA's Texas Sustainable Energy Research Institute to pursue improvements in distributed generation technology. [UTSA](#) students and faculty will work hand-in-hand with Microsoft researchers to innovate distributed energy technologies for data centers around the world.

Sister Cities International awarded the [City of San Antonio](#) with the [2014 Innovation Award in Economic Development](#) for a city with a population greater than 500,000. The economic development initiative efforts recognized were spearheaded by the Global Advisory Committee (GAC), which was comprised of public and private members. Both the [International Relations Office](#) and the [EDD](#) were a part of this committee.

The [Small Business Office](#) at the [EDD](#) received the San Antonio Hispanic Chamber of Commerce's Business Opportunity Diversity Award for utilization of most minority-owned businesses.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



The mission of the [Planning and Community Development Department](#) is to improve the liveability, economic vitality, and safety of San Antonio neighborhoods, corridors, and special districts through active engagement in strategic planning, reinvestment initiatives, and community development policy.

The [Department of Planning and Community Development](#) (DPCD) is responsible for initiating the livability, economic vitality and safety of San Antonio neighborhoods, corridors and special districts through active engagement in strategic planning, reinvestment initiatives and community development policy.

The [DPCD](#) initiated the SA2040 Comprehensive Plan in FY 2013-2014. San Antonio's new comprehensive plan will outline a preferred growth scenario and an action program to achieve the goals first articulated for [SA2020](#), the community's vision for the future of San Antonio. The planning horizon for the Comprehensive Plan is through the year 2040.

This year, [City Council](#) approved the [DPCD](#)-authored downtown design guidelines, setting in place a framework to enhance, provide consistency in design and protect San Antonio's downtown district. [DPCD](#) was responsible for coordinating the annexation of 19 square miles and the dissolution of City South, which enhanced strategies to protect current and future interests for development.

The department experienced continued success with the implementation of the [REnewSA Program](#), completing strategic plans for five target areas, launching [REnewSA.com](#), providing down payment assistance to 23 first-time homebuyers and providing comprehensive First-time Homebuyer education to 233 individuals.

In 2014, through the department's [Grant Monitoring and Administration division](#), the multifamily rental housing gap financing program constructed 208 affordable rental housing units for families. The Community Housing Development Organization, single family new construction program, also saw the completion of 70 affordable homes for first-time homebuyers.



SA2040 Comprehensive Plan takes shape.



Downtown design guidelines approved by council.



REnewSA assists 23 first-time homebuyers.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



The **Pre-K 4 SA** initiative establishes a positive trajectory for educational attainment by providing four-year-olds with a complete experience that ensures academic excellence in school inspiring students to develop ganas for learning and to become contributing members of society.

The **Teaching Strategies Gold Assessment** for the 2013-2014 school year showed that **Pre-K 4 SA** students met or exceeded expectations compared with a national sample of 30,000 **Pre-K** students were on par or exceeded expectations compared with a national sample of 30,000 **Pre-K** students. The report conducted by Edvance Research, Inc. and the National Institute for Early Education Research (NIEER) with Rutgers University showed that students met or exceeded nationally-expected growth levels in the following critical areas: cognitive, literacy, math skills, oral language, physical skills, and socio-emotional behavior.

All of the **Pre-K 4 SA** families attended their child's progress report conferences for the 2013-2014 school year. Family Specialists coordinated a variety of family events at Centers and throughout the community featuring topics like reading, stranger danger, nutrition and learning. Families were also encouraged to attend community events throughout San Antonio.

Professional Development coaches hosted a total of five summer academies to provide resources for a total of 192 educators throughout San Antonio. In addition, professional development also hosted 15 weekend academies throughout the school year. The team conducted lab school visits, coaching, small group planning and a variety of training events for educators throughout the City including Training Fairs co-hosted by VOICES for Children and City Council.

Pre-K 4 SA also streamlined the initial student application process so that families could apply at a central location rather than visit participating districts in person. The program received more than 4,000 student applications for the 2014-2015 school year.

Lastly, **Pre-K 4 SA** constructed two new **Education Centers** on the East and West sides of San Antonio and completed a 50,000 square foot expansion on the existing North Education Centers. There were 159 staff members to operate the additional Centers. Each of the four Centers will house 500 students at full capacity.



Pre-K 4 SA constructed two new Education Centers on the East and West sides of San Antonio.



The Teaching Strategies Gold Assessment showed that Pre-K 4 SA students met or exceeded expectations compared with a national sample.



Professional Development coaches hosted five summer academies to provide resources for 192 educators.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



The [Office of Sustainability](#) enhances the environment, quality of life and economic vitality of San Antonio through innovative programs and policies for all residents and future generations. The [City of San Antonio](#) demonstrates civic leadership and continuous innovation by ensuring cost-efficient operations are coupled with reduced environmental impacts.

In 2010, the [City of San Antonio](#) adopted the first [Green Events Ordinance](#) in the nation. This ordinance requires that all events on City-owned property complete a Green Event Scorecard. The Green Events Scorecard contains various green measures and practices to obtain certification, such as providing recycling opportunities or utilizing two-sided printing for promotional materials. To date, the [City of San Antonio](#) has certified 218 events recycling more than 360,000 pounds of trash, the weight equivalent of 90 elephants. In cooperation with the City's Fiesta Verde Initiative, the number of certified events has increased by 76 percent since 2013.

[Office of Sustainability](#) staff continues to supply helmets, bike lights, sunscreen and water bottles to residents during many events throughout the year, emphasizing the importance of bicycle safety and reminding users to share the road. The [Get Cycled](#) bicycle safety and awareness campaign, development of the newest edition [Regional Bike Map](#) and a [Greenway Trail Companion Guide](#) designed to teach children trail safety and etiquette all continue to work toward heightened bicycle safety and awareness in San Antonio.

In partnership with multiple City departments, a [Farm To Work program](#) was launched in May 2014. [Farm to Work](#) provides City employees the opportunity to receive a fresh basket of local produce delivered to the workplace biweekly.

The [Office of Sustainability](#), [Finance](#) and [Communications & Public Affairs](#) Departments have coordinated with Staples Advantage, the City's office supplies vendor, to offer eco-conscious office supplies. Staples Advantage and City staff developed a twelve-month outreach campaign to educate and remind City staff about the benefits of using eco-conscious products. The education campaign has yielded:

- 203 trees saved
- 123,000 gallons of water saved
- Energy-reduced equivalent of 1,400 barrels of oil
- 26,000 pounds of CO2 reduced

In September 2014, [San Antonio B-Cycle](#) bike share expanded to 55 stations, and is moving forward with the installation of 18-20 additional stations through the TxDOT Transportation Enhancement program. [San Antonio B-Cycle](#) is the first and largest bike share program in Texas. Since launching the program in 2011, B-cycle users have taken more than 225,000 trips and burned more than 30 million calories.

This year, the [Office of Sustainability](#) piloted an enhanced wayfinding signage program for bicyclists which points to key city destinations and [B-Cycle](#) stations and indicates distance to help visitors and residents better plan their bicycle trips. In coordination with business and property owners in need of additional bike parking, more than 140 bike parking spaces were installed through the citywide bike rack program.



140 bike parking spaces installed.



203 trees and 123,000 gallons of water saved through Staples Advantage program.



Farm to Work program launched in May 2014.

ENERGY STAR certification was achieved at the Public Safety Headquarters and Municipal Plaza during 2014. This designation means these buildings perform at the top level compared to other buildings of similar age and type. These are the first two City buildings to achieve ENERGY STAR certification. The [Office of Sustainability](#) tracks the energy consumption of 270 City properties through the Environmental Protection Agency's free Portfolio Manager Software, which represents more than 95 percent of all [City of San Antonio](#) energy consumption.

Energy retrofits were completed at 21 of the City's 26 municipal swimming pools. This work involved adjusting flow rates through filtration equipment to save energy while still meeting health codes and maintaining water quality. This project reduced energy consumption at these locations by more than 50 percent and will save more than \$65,000 a year. The [Office of Sustainability](#) hopes to highlight this project in a white paper in 2015 to establish recommendations for best practices that may be emulated by other communities.

The [Office of Sustainability](#) initiated the seventh phase of interior and exterior lighting retrofits at 15 City properties, representing more than 1,100 fixtures. Four locations have been completed and work at the remainder will be completed before the end of calendar year 2014. This project includes retrofits at parks, community centers and police and fire stations. In total, this represents an investment of more than \$350,000 to City facilities and will yield more than \$82,000 in annual energy and maintenance savings.

In conjunction with [Building & Equipment Services](#), the [Office of Sustainability](#) completed chiller replacements using premium efficiency equipment at the International Center and Police Training Academy. These two facilities are expected to save a combined \$90,000 in energy costs per year as well as benefitting from improved operation, maintenance and thermal comfort.

Building optimization, recalibration and scheduling improvements at the convention center, Municipal Plaza and Public Safety Headquarters. This work, called "retro-commissioning," is expected to save approximately \$70,000 per year in energy costs.

Comprehensive energy audits were completed at 20 City buildings across seven departments in an effort to identify cost-effective energy improvements. These buildings have annual energy consumption in excess of \$1.9 million and significant opportunities for efficiency improvements exist. The findings from these assessments will be used to identify retrofit projects to be completed in 2015 and subsequent years.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



Through innovation and dedication, the [Transportation & Capital Improvements Department](#) builds and maintains San Antonio's infrastructure.

The voter-approved \$596 million [2012-2017 General Obligation Bond Program](#), consisting of 140 projects, is well underway. Currently, 15 projects are complete, 25 under construction, 80 under design, one in pre-design and 19 in funding agreements, of which nine have been executed.

On Jan. 17, 2013, [City Council](#) adopted a Contracting Diversity Action Plan. The goals of the Plan were to 1) Increase the number of minority and woman-owned firms in the City's Central Vendor Registry and 2) Increase the participation of minority and woman-owned firms as prime contractors/consultants and subcontractors/subconsultants. Since adoption in 2013, the following accomplishments have been noted:

- Increased the number of small, minority and women-owned (SMWBE) firms on the 2012 Bond design contracts, including six African-American owned businesses (AABE).
- More than \$800,000 in subcontracts proposed for AABE firms on 2012 Bond design contracts.
- Increased AABE participation on construction projects including Café Commerce, Barbara Jordan Community Center, D9 Library Renovation and SAPD Hanger Renovations.
- Held more than 200 forums with SMWBEs regarding upcoming business opportunities, participation in City's Bonding and Mentor/Protégé programs, and registration in City's Central Vendor Registry.
- Awarded prime contracts to two AABE firms, CIS, LLC (Tom Slick Creek Park) and ASD Consultants (Gilbert Garza Park).
- Partnered with Alamo City Chamber of Commerce to host Construction Contractor Meet & Greet event.
- More than 130 new targeted SMWBEs certified by the South Central Texas Regional Certification Agency.
- Increased attendance by AABE firms at construction pre-bid conferences.
- Enrolled 14 SMWBE firms into the Management and Technical Assistance program.
- Continued involvement and improved communication with NAACP, Alamo City Chamber of Commerce and other community stakeholders.

In July 2014, the \$15.5 million and 18-month project along [Broadway and Hildebrand](#) was completed and provided a much-needed and improved drainage system. The project also reconstructed Broadway and Hildebrand with curbs, sidewalks, driveway approaches, additional turn lanes and traffic signal improvements. For [SAWS](#) and [CPS Energy](#), the project replaced and adjusted water, sewer and gas facilities throughout the project area.

In July 2014, the \$21.8 million and 24-month capital project along [Blanco Road](#) was completed. [Blanco Road](#) was reconstructed with underground storm drainage system, curbs, sidewalks, driveways and left turn lanes at major intersections. The project also upgraded traffic signals and replaced water, sewer and gas mains.

As an innovative approach to maintaining a strong economy and job retention, the City developed a utility assistance pilot program for qualifying local businesses experiencing significant business downturn as a result of the construction activity. The pilot program offered eligible businesses an economic development loan in the amount of 75 percent of the businesses utility service costs payable to [CPS Energy](#) and [SAWS](#) from May 1, 2014 to Sept. 1, 2014. Overall, a total of \$13,140.29 has been loaned to four businesses.



Contracting Diversity Action Plan adopted by City Council to increase minority- and women-owned vendors and contractors.



Market Street realignment completed in August 2014.



18-month project along Broadway and Hildebrand completed in July 2014.



24-month capital project along Blanco Road completed in July 2014.



1,685 cubic yards of sediment and debris removed from the main channel of the San Antonio River to improve water quality and clarity.

The construction of the \$325 million [Henry B. Gonzalez Convention Center](#) (HBGCC) Expansion Project started in July 2013, which includes a 750,000 square foot expansion of the existing center that includes exhibit halls, a multi-purpose room, ballroom, meeting rooms and administrative spaces as well as a 40,000 square foot renovation of the existing space and a 400,000 square foot demolition of the original west building. Once fully constructed, the [Convention Center](#) will be a total of 1.65 million square feet. The improvements are designated to reflect the culture of San Antonio and improve Convention Center's competitive position nationally. The project is ahead of schedule and within budget. Construction is estimated to be complete in July 2016.

To accommodate and provide the necessary land needed for the expansion of the [Henry B. Gonzalez Convention Center](#), [Market Street](#) was realigned to run parallel to Commerce Street. The roadway parallel to IH-37 that extends from Commerce Street south to César Chávez Boulevard was adjusted and a pedestrian walkway on Commerce Street under IH-37 was created for a total of \$28.1 million. Market Street was opened to traffic in August 2014, as planned.

TCI's Transportation Planning Division is charged with the creation of the City's first Strategic Multi-Modal Transportation Plan (SMMTP). The SMMTP will articulate the City's transportation strategy and project prioritization method. The Plan will serve as a tool that can be utilized in subsequent years by San Antonio departments and policy makers to analyze annual transportation priorities to best meet overall community short-term and long-term goals. The end product will be a one-time document that will provide the analysis and recommendations for a Project Prioritization System, updates to the City's Major Thoroughfare Plan and updates to City Transportation Policy. The plan is anticipated to be completed in FY 2016.

[Transportation and Capital Improvements](#), Downtown Operations and the San Antonio River Authority completed the draining of main channel of the San Antonio River from Josephine Street to Alamo Street Jan. 6-10, 2014. Crews removed a total of 1,685 cubic yards of sediment and debris to improve water quality and clarity. The project was completed ahead of schedule and water levels on the River were back to normal conditions by Jan. 13. This was the first draining and cleaning to occur since the two-year water quality and clarity improvement project was completed in 2011.

[Transportation and Capital Improvements](#) oversaw the following maintenance in FY 2014:

- 223 miles of streets maintained
- 16 miles of sidewalks completed
- 60 miles of creekways maintained
- Eight miles of channel restored
- 83 miles of pavement re-marked
- 11 miles of bike lanes installed
- 490 school crosswalks marked
- 43 alleys fully constructed



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)

We are qualified, skilled and committed

 [Annual Report](#) / **Professionalism**



We are qualified, skilled and committed.



Building & Equipment Services



Human Resources



Information Technology Services



Intergovernmental Relations



Military Affairs



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



The [Building and Equipment Services Department](#) (BESD) is committed to providing professional facilities and fleet management services by maintaining a high level of integrity and commitment and by incorporating high safety standards and quality services.

BESD maintained and repaired the City's vehicles and equipment to include [San Antonio Police Department](#) vehicles and heavy equipment such as automated side loaders and sweepers, acquired and disposed of vehicles and equipment, and managed the fuel and car wash systems." BESD also ensured the efficient operation and maintenance of administrative City buildings by providing trades and custodial services.

The BESD enhanced car wash facilities to minimize the amount of water used. As a result, the facilities were certified by the San Antonio Water System (SAWS) as part of the Water Saver Program, enabling operation during drought restrictions. This change promotes the City's commitment to a sustainable environment.

The BESD also created a Structural Maintenance and Repair Team (SMART) to perform heavy maintenance and repairs to city facilities on a five-year cycle. The purpose of the SMART team is to focus multiple trades' resources such as plumbing, painting and carpentry to improve the condition of city facilities. Recent facilities to benefit from this program include police and fire stations, public libraries and health facilities.



The BESD facilities were certified by the San Antonio Water System as part of the Water Saver Program.



The Department created a Structural Maintenance and Repair Team to perform heavy maintenance and repairs.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



The [Human Resources Department](#) provides the City organization with effective human resource management services that focus on our customers' needs. We support the City in attracting and retaining a qualified and capable workforce to provide high quality services to the citizens of San Antonio.

In FY 2014, the [Human Resources Department](#) staff developed and implemented a "Healthier Me" competition, similar to H-E-B's "Slim Down Showdown Challenge." The goal of the Healthier Me Challenge was to inspire employees to develop healthier lifestyle behaviors through a competition that measures changes in weight, cholesterol, glucose and blood pressure. Thirty-one City employees participated in this challenge. Over the course of their 10-week journey, contestants lost a total of 726 pounds and improved their: body mass index (BMI) by nearly 10 percent, cholesterol by more than 13.5 percent and blood sugar level by 9.5 percent. The top 10 finishers received cash prizes ranging from \$1,000 - \$10,000 funded by a grant from the American Beverage Foundation for a Healthy America (ABFHA).

The [City of San Antonio](#) placed second in a wellness challenge with the City of Chicago. The challenge, sponsored by the ABFH, measured employee participation in wellness programs. Fifty-seven percent of employees participated in the challenge by completing a health risk assessment and biometric screening. As a result of its finish, the [City of San Antonio](#) received a \$2 million grant from the ABFHA to enhance the City's [employee wellness programs](#). The San Antonio Business Group on Health, in collaboration with the Mayor's Fitness Council, recognized the [City of San Antonio](#) as one of the winners of the 2014 Healthy Workplace Recognition Program (HWRP). The [City of San Antonio](#) received the Gold Recognition award in the medium and large worksites (200+ employees) category. The HWRP assesses employee wellness programs in the areas of organizational culture, health promotion and education, physical activity, smoking and tobacco use, nutrition and health benefits design. The program was created to recognize local employers for their worksite wellness efforts.



Developed and implemented a "Healthier Me" competition to inspire employees to adapt healthier lifestyle behaviors through a competition that measures changes in weight, cholesterol, glucose, and blood pressure.



The City of San Antonio placed second in a wellness challenge with the City of Chicago, with 57 percent of City employees participating in the challenge.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



The [Information Technology Services Department](#) is dedicated to providing secure, reliable and responsive enterprise-level technology and business solutions that facilitate and enhance the City's effectiveness in serving the citizens of San Antonio.

In FY 2014, the [Information Technology Services Department](#) continued to assist other [City departments](#) with enhancements to current systems, implementation of new systems and other projects to better serve their needs and those of the residents of San Antonio.

[ITSD](#) completed 14 security integration projects for seven [City departments](#) and implemented Children's Internet Protection Act compliant internet filtering on [San Antonio Public Library](#) systems. It also coordinated planning and installation for 27 security system integration projects for 14 departments.

To create work-flow efficiency, the department developed an application to allow [San Antonio Police](#) Officers the ability to request off-duty work online. In the past, the process involved paper forms that had to be hand-carried to three or more higher-ups for approval. This new application reduced time for submission and approval for the officer requesting the work.

Also for the [San Antonio Police Department](#), [ITSD](#) assisted with developing and implementing Patrol Resource Allocation Model (PRAM). The model developed for PRAM has a singular purpose, which is to provide equity of workload to the six police substations. The following factors were taken into consideration when developing the model: demographics, staffing, geography, and Computer Aided Dispatch (CAD) data. The PRAM model helped the Public Safety GIS team in redrawing [SAPD](#) Service Areas and Patrol District boundaries. The Public Safety GIS team assisted in the implementation of these updated Service Areas and Patrol Districts. A coordinated effort was undertaken to ensure that various systems and applications were not adversely affected by this change.

[ITSD](#) partnered with [Animal Care Services](#) and [Municipal Court](#) in the development of an [ACS](#) E-Warrants system. The departments worked in tandem to develop a system that would increase the efficiency and efficacy of the warrant process. This initiative received local media coverage.

The department also assisted with the Computer Aided Dispatch (CAD) System Enhancement and the integration of City Parks Linear Greenway Trail System into CAD. The product of this enhancement is improved incident location, unit recommendation and unit routing. These improvements help emergency personnel reach citizens in need, who are along the greenway, in a more timely manner.

To assist the [Development Services Department](#) and its customers, [ITSD](#) worked on the Electronic Plan Review for [DSD](#) Phase I and Phase II to provide the addition of electronic markup software for use by [DSD](#), and the ability for customers to submit their plans via the web to be reviewed. [ITSD](#) also assisted with a Customer Alert System for [DSD](#), which is an online system for contractors, owners and companies to receive alerts from [DSD](#) about the status of their permits and inspections.

[ITSD](#) worked with the [San Antonio Fire Department](#) to make annual inspections online through the Hansen Dynamic portal, as well as to create the ability to schedule annual fire inspections through the online Inspection Scheduler.



Managed projects for the City's Aviation Department, including replacement of infrastructure, upgraded security cameras and emergency call boxes in various areas of the San Antonio International Airport.



Developed a registration system for Pre-K 4 SA parents to sign up for the admissions lottery, the qualification and lottery system, and developed a notification and admissions systems to streamline the admissions process.



Enhanced the current Contractor Notification application, allowing residents to login through a Web portal and self-prescribe email notifications throughout permitting and inspection activities.

In Fiscal Year 2014, [ITSD](#) continued with phase II of the PayFire Replacement project. This phase deals with Advanced Configuration within the Telestaff application. This terminates the old PayFire application and provides Fire personnel the ability to check work schedules from their laptops, desktops and cell phones. The system generates automatic phone calls to Firefighters for overtime opportunities eliminating staff having to make manual phone calls to schedule overtime.

The department also worked with City's [Aviation Department](#) on several projects, including one that replaced the aged Terminal A infrastructure with new backbone, communication rooms, and Building Distribution Frame resulting in a structured cable environment consistent with Terminal B. Also included were two outside distribution nodes. The airport upgraded the security cameras and emergency call boxes in the long term and short term parking lots, economy lot, employee lot, cell phone lot and entry and exit plaza.

Deploy 4 new power distribution units and 1 remote power panel. The data center racks will be provided an A feed and B feed for redundancy in case of loss of power. The units will also have the ability to be remotely monitored using a user interface available via the web.

Automated proprietary database system in which Fusion Center employees can capture, index and share police intelligence amongst themselves as well as with the rest of the department. This system will help to ensure the Fusion Center's compliance with 28 CFR Part 23, which governs federally funded, multi-jurisdictional, criminal intelligence systems.

[ITSD](#) implemented Fleet Faster system to track inventory of equipment in [SAPD](#) vehicles. Can track the equipment to specific vehicles and document eh disposition of obsolete and unusable equipment.

Partnered with [Pre-K 4 SA](#) to develop a registration system for parents to sign up for the admissions lottery, the qualification and lottery system, and developed a notification and admissions systems to streamline the admissions process.

Enhanced the current Contractor Notification application, allowing applicants (citizens) to login through a Web portal and self-prescribe email notifications throughout permitting and inspection activities.

The [ITSD](#) Communications Division implemented "COBAN," a Wireless Video Upload system for [SAPD](#), allowing Patrol Vehicles to wirelessly upload video data that was recorded during their patrol. This is an improvement that allows the video to be uploaded automatically when the patrol vehicle enters the parking areas by their station. [ITSD](#) modernized the Data Center Server Infrastructure. For certain applications this resulted in a 75% reduction in power and cooling costs as well as a 75% reduction in salvage by reducing the physical server foot print.

[ITSD](#) modernized the Data Center Server Infrastructure. For certain applications this resulted in a 75 percent reduction in power and cooling costs as well as a 75 percent reduction in salvage by reducing the physical server foot print.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)



The City's [Intergovernmental Relations Department](#) is responsible for monitoring state and federal government activities, developing legislative programs approved by [City Council](#), managing the City's federal and state consultants, and coordinating legislative activities with other public and private-sector entities.

IGR successfully advocated for an increase in the General Services Administration's Federal Building Fund from \$50 million to \$506 million. The fund is used to build federal courthouses, a top priority in the City's Federal Legislative Agenda.

Appropriations for the General Services Administration's Federal Building Fund was increased by IGR from \$50 million to \$506 million. The fund is used to build federal courthouses, a top priority in the City's Federal Legislative Agenda.

The Language in the Strong Start for America's Children Act was secured to allow San Antonio to apply directly for federal [Pre-K](#) funds in the event that the State of Texas does not participate. IGR successfully lobbied the Texas Education Agency to apply for up to \$30 million in [Pre-K](#) expansion grants.

IGR facilitated and advocated for the attainment of \$9.7 million in federal funding for the San Antonio region included in the City's [federal legislative program](#). The grant funds received were in the areas of aviation, homeland security and public safety.

IGR led the efforts for the [City of San Antonio](#) and other local partners to apply and receive the only 2014 designation as an Urban Waters Federal Partnership (UWFP) area. The UWFP consists of 13 federal agencies committed to leveraging programs to improve the economic, environmental and social benefits of the community's waterways.

The Texas Commission on Environmental Quality committed to funding and managing a study identifying the most effective pollution control measures for the City to consider in an effort to remain the largest city in the country still in attainment of National Air Quality Standards.

The [International Relations Office](#) (IRO) develops and maintains foreign relations for the [City of San Antonio](#) by fostering partnerships that increase global visibility, cultural understanding and economic growth.

IRO initiated the Study San Antonio trade mission to Mexico and took representatives from seven educational institutions to four Mexican cities to facilitate student and faculty exchange, recruitment and cooperation. This initiative will serve as a pilot for future projects.

Three delegations with a focus on economic development traveled to Japan throughout the fiscal year with the participation of elected officials. One of the salient outcomes was a rapprochement with the Mie Prefecture of Japan, which led two delegations to San Antonio throughout the year. The [City of San Antonio](#) and Bexar County signed a cooperative agreement with the Mie Prefecture in August 2014 to develop future exchange in diverse areas ranging from economic development sectors to education.



Facilitated and advocated for the attainment of \$9.7 million in federal grants.



Sister Cities International awards San Antonio with "Most Innovative Relationship" and "Innovation in Economic Development".

The [City of San Antonio](#) received two awards from [Sister Cities International](#) in FY 2014 through the [International Relations Office](#). One award was presented to San Antonio and Wuxi at the State Department-sponsored 2014 US-China Sister Cities Conference in the category of "Most Innovative Relationship." The second award was presented to the [City of San Antonio](#) at the Sister Cities International Conference in the category of "Innovation: Economic Development" for a city with a population greater than 500,001.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)

Copyright 2014 by City of San Antonio

[ADA Compliance](#) | [Telecommuting](#) | [Site Map](#) | [Open Records](#) | [Privacy Policy and Disclaimer](#)



The [Office of Military Affairs](#) collaborates with the military to sustain and enhance mission readiness and to strengthen a Community-Military Partnership.

In FY 2014, the [Office of Military Affairs](#), in collaboration with [Joint Base San Antonio](#), implemented several initiatives as a result of the continued collaboration through the [Community-Military Partnership](#) (CMP) initiative. The goal is to reduce base operation support costs and make the San Antonio area a more advantageous location for military missions in an era of reduced Department of Defense budgets. The [Lackland Air Force Base](#) Joint Land Use Study (JLUS) recommendations were implemented to mitigate the effects of noise and light pollution on the military installation. Approximately 50 percent of the JLUS recommendations have been completed.



Half of Lackland Air Force Base Joint Land Use Study (JLUS) recommendations completed in FY 2104.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)

[FY2015 Adopted Annual Operating and Capital Budget \(PDF\)](#)[Archived Budgets & Finance Reports](#)

City of San Antonio Budget Overview

The City passed an operating and capital budget of \$2.3 billion in FY2014 that invested in high priority services that are important to the quality of life of all residents of San Antonio. The City continued its commitment to address the [City Council](#) and community's priorities including Public Safety, Streets and Sidewalks, [Animal Care](#), Neighborhood Revitalization, [Parks and Recreation](#) and [Economic Development](#).

Through improved service delivery, service modifications, and reduced administrative overhead, the City realized approximately \$10 million in General Fund service efficiencies in the [FY 2014 Adopted Budget](#). The identified savings and efficiencies allowed the City to invest in other high priority services.

The efficiencies adopted with the FY2014 Budget allowed for improvements to service delivery designed to meet the challenges of our growing City. The budget invested over \$15 million in General Fund improvements that focused on service priorities critical to the community such as [Police](#), [Fire](#), Streets and Sidewalks, Senior Services, Neighborhood Reinvestment and [Economic Development](#). Additionally, the City's Property Tax rate of 56.569 cents per \$100 of valuation was not increased.

Financial reserves of nine percent of General Fund Expenditures to be utilized to meet unforeseen operations or capital needs, and to assist the City in managing fluctuations in available General Fund resources from year to year, were successfully maintained.

**Non-Public Safety
Operating Depts –
\$233 Million**

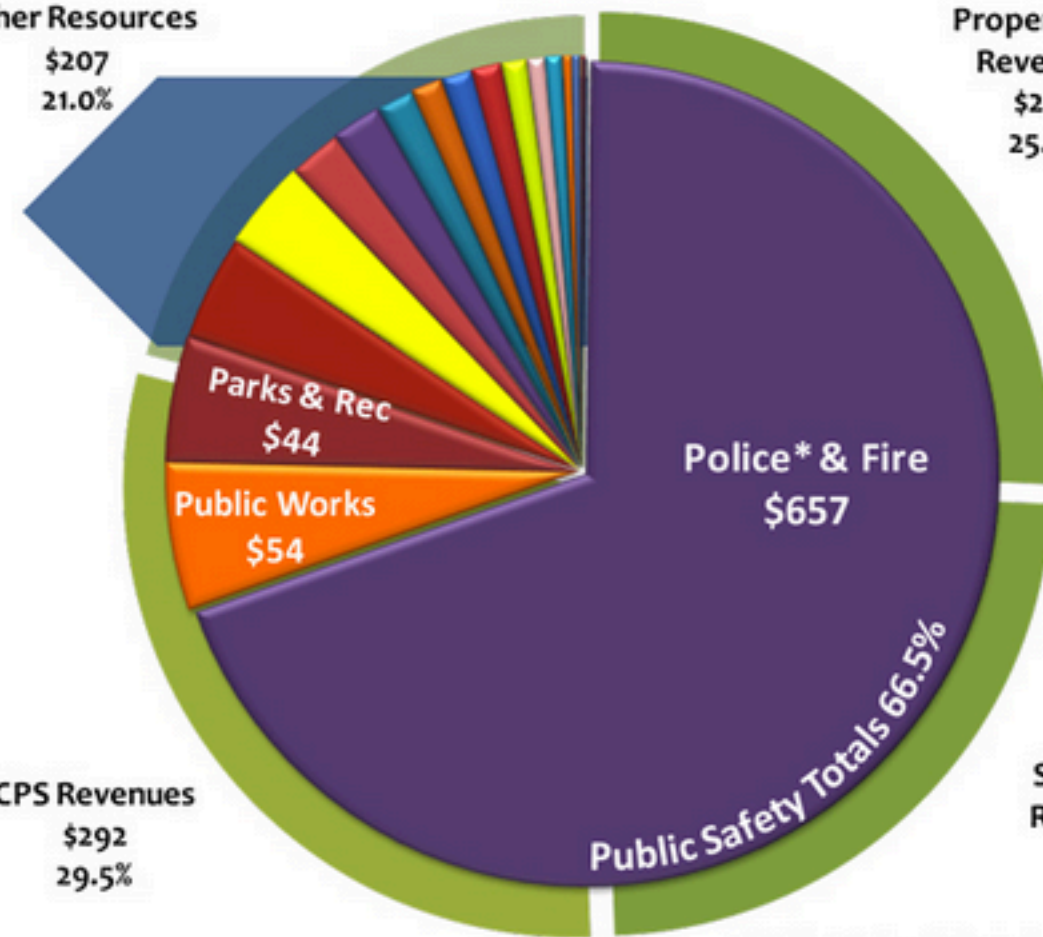
Historic Preservation
Center City
Planning
Economic Development
One-Time Projects
Downtown Operations
Transfers
Animal Care
Health
Code Enforcement
Municipal Court
Agencies
Human Services
Library
Non-Departmental
Administration:
*City Attorney
*City Clerk
*Human Resources
*Finance & Budget
*City Manager
*Mayor and Council

Other Resources
\$207
21.0%

CPS Revenues
\$292
29.5%

**Property Tax
Revenues**
\$254
25.7%

**Sales Tax
Revenues**
\$235
23.8%



* Police Budget includes Parks Police

FY 2014 ADOPTED BUDGET: \$988,257,072



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)

Copyright 2014 by City of San Antonio

[ADA Compliance](#) | [Telecommuting](#) | [Site Map](#) | [Open Records](#) | [Privacy Policy and Disclaimer](#)



The City of San Antonio continues to build an impressive trajectory of cutting-edge technological resources that will make it easier for residents to connect with their city government. The City's "Get Connected" webpage provides residents with access to the City's most requested information and services in a more efficient way and in one place.



Agendas

City Council Meeting Agendas.



Boards and Commissions

Boards and Commissions Agendas and Information.



City Council and Staff

Comprised of the Mayor, ten City Council members, and administrative support staff.



City Manager and Executive Staff

City Manager and staff.



Department Directory

Contact information for City Departments.



FAQS

Frequently Asked Questions for the City of San Antonio.



Mobile Apps & Sites

A list of City mobile Applications & Sites.



Online Payments

The City of San Antonio offers online payment options for citations, permits, and licensing.



Online Services

Report issues with Graffiti, stray animals, general city services, and more...



Bid and Contracting Opportunities

Doing Business with the City, see our list of Bidding & Contracting opportunities.



Social Media Center

Engage and connect with the City through Social Media tools such as Facebook and Twitter.



Archive Reports

- [2013 Annual Report \(PDF\)](#)
- [2012 Annual Report \(PDF\)](#)
- [2011 Annual Report \(PDF\)](#)
- [2010 Annual Report \(PDF\)](#)